

Message: RE: Scanning error by Tax

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:43 PM
 Item ID: 40862014
 Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|----------------------|---------------|---------------|
| 7/22/2014 9:01:41 AM | Reviewed | Koonce, Kerry |

Policies:

No Policies attached

✉ RE: Scanning error by Tax

From Wilkinson, Michael [IWD] **Date** Monday, March 03, 2014 1:37 PM
To Cummings, Brandie [IWD]; O'Brien, Carie [IWD]
Cc

Set up time to discuss. Please include Dave Eklund.

From: Cummings, Brandie [IWD]
Sent: Monday, March 03, 2014 1:36 PM
To: O'Brien, Carie [IWD]; Wilkinson, Michael [IWD]
Subject: FW: Scanning error by Tax

We need to talk a little bit more about this in person (too hard to explain in email) to get all of us on the same page. Amy started asking me today – Is it absolutely necessary for us to deposit benefits checks through Opex? I wrote down some more detailed information from Amy on why she feels like it is somewhat a waste of our time AND Stephanie’s time to deposit benefits checks through Opex. Additionally, I have some critical balancing questions I have tried to ask people over in finance/department of treasurer before and never really got an answer.

It won’t be too tough for me to explain or you to understand if we could set up a time to discuss.
 Brandie

From: Reed, Amy [IWD]
Sent: Monday, March 03, 2014 12:09 PM
To: Cummings, Brandie [IWD]
Subject: RE: Scanning error by Tax

I got all the info Stephanie could give me. It was mostly the copies of checks I gave her when Benefits didn’t balance (these are not items she is researching to see what was mis-keyed, these are items she has never received a DAN notice on to show that the bank made corrections. These are all mis-keyed items. The dates range from November of last year to current so this is not a recent flood of mistakes. I began researching who made the errors. I found one from Linda and one from Tyler that were outright bad mistakes and decided it would be a colossal waste of time to look them all up.
 Two of the payments has the cent amount mis keyed as zero due to very sloppy writing.

Amy Reed

Iowa Workforce Development | 1000 E Grand | Des Moines, IA 50319
 Ph: 515-281-8096 Fax: 515-242-5247
Amy.Reed@iwd.iowa.gov

From: Cummings, Brandie [IWD]
Sent: Monday, March 03, 2014 10:53 AM

To: Reed, Amy [IWD]
Subject: RE: Scanning error by Tax

Will you touch base with Stephanie about those two items, so we can research root cause of problem?

From: Reed, Amy [IWD]
Sent: Monday, March 03, 2014 10:47 AM
To: Cummings, Brandie [IWD]
Subject: RE: Scanning error by Tax

It will be impossible without a date or a batch.

Amy Reed

Iowa Workforce Development | 1000 E Grand | Des Moines, IA 50319
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Amy.Reed@iwd.iowa.gov

From: Cummings, Brandie [IWD]
Sent: Monday, March 03, 2014 10:47 AM
To: Reed, Amy [IWD]
Subject: RE: Scanning error by Tax

I figured that. I think we need to look at checks...can you easily find them? No dates below, so will that be tough?

From: Reed, Amy [IWD]
Sent: Monday, March 03, 2014 10:45 AM
To: Cummings, Brandie [IWD]
Subject: RE: Scanning error by Tax

Brandie,
I'll get right on this.
Just FYI. These did not all just happen. In Steph's email she states these are old and she had been waiting to hear from the bank.

Amy Reed

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From: Cummings, Brandie [IWD]
Sent: Monday, March 03, 2014 10:12 AM
To: Wilkinson, Michael [IWD]; O'Brien, Carie [IWD]; Reed, Amy [IWD]
Subject: RE: Scanning error by Tax

To my knowledge, Amy had been checking every day to make sure the scanned totals match total provided by Stephanie. If the bank hasn't sent us a discrepancy yet, I would also like to see the copy of the checks. If there is no discrepancy from the bank, maybe the scanned total was correct; that would be the amount that was actually deposited.

One thing that could be happening is that whoever is reviewing the paymnt/applying the payment on the claims side is not looking at the correct amount of the check? We use the hand-written long-hand amount if there is a discrecrepancy with the short-hand amount. Or else, the check was scanned as wrong amount and potentially deposited as wrong amount, because we haven't received notice from the bank.

Amy, can you shed light on this?

From: Wilkinson, Michael [IWD]
Sent: Monday, March 03, 2014 9:54 AM
To: O'Brien, Carie [IWD]; Cummings, Brandie [IWD]
Subject: Fwd: Scanning error by Tax

What can we do about this?

Sent from my iPhone

Begin forwarded message:

From: "Eklund, David [IWD]" <David.Eklund@iwd.iowa.gov>
Date: March 3, 2014 at 8:35:50 AM CST
To: "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov>
Subject: FW: Scanning error by Tax

Apparently this has happened once or twice before, but never this many at once.
Some of these folks could be pretty upset. Just FYI

From: Khounlo, Nhoui [IWD]
Sent: Monday, March 03, 2014 8:21 AM
To: Eklund, David [IWD]
Subject: FW: Scanning error by Tax

From: Windust, Stephanie [IWD]
Sent: Monday, March 03, 2014 7:43 AM
To: Khounlo, Nhoui [IWD]
Subject: RE: Scanning error by Tax

I'll see what I can do.

From: Khounlo, Nhoui [IWD]
Sent: Monday, March 03, 2014 7:24 AM
To: Windust, Stephanie [IWD]
Subject: RE: Scanning error by Tax

Step, do you still had the checks? If you do I need to have all copies of the checks because when I set up and the claimant will upset about the overpayment and I need to have some prove from the bank. Thanks!!

From: Windust, Stephanie [IWD]
Sent: Friday, February 28, 2014 12:33 PM
To: Khounlo, Nhoui [IWD]
Subject: Scanning error by Tax

Nhoui,

Check #7427 for \$57.50 was scanned by tax as \$57 for claimant Brenda Bendixen #6298. Need to set up \$.50 overpayment. If you set up, please let me know which program you set up.

Check #2079 for \$195.60 was scanned by tax as \$195 for Claimant Robin Pickel #9704. Need to set up .60 overpayment. If you set up, please let me know which program you set up.

Check #100778 for \$5390 was scanned by tax as \$53.90 for claimant Rose Anderson #5606, Need to set up overpayment for \$5,336.10. Please let me know which program you set up.

Check #743 for \$140 was scanned by tax as \$40 for claimant Anthony Gilman #6821. Need to set up overpayment for \$100. Please let me know which program you set up.

Sorry to have taken so long, I've been waiting to see if the bank had caught these errors, so far I haven't seen anything come through Wells Fargo stating that the amounts scanned were incorrectly entered. If you have any questions, please call me.

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



Message: ICYMI: Alexander, Kline, Roe op-ed in Washington Times: Obama's unfair union-election tilt

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: 40861823
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ ICYMI: Alexander, Kline, Roe op-ed in Washington Times: Obama's unfair union-election tilt

From Wolgemuth, Liz (HELP Committee) **Date** Friday, March 28, 2014 11:02 AM
To Wolgemuth, Liz (HELP Committee); Jeffries, Jim (Alexander)
Cc

Washington Times

Obama's unfair union-election tilt

By Sen. Lamar Alexander, Rep. John Kline, and Rep. Phil Roe

<http://www.washingtontimes.com/news/2014/mar/27/alexander-obamas-unfair-union-tilt/>

The president is waging a public-relations campaign about income inequality in this country, but rather than focus on growing the economy and encouraging businesses to hire, this administration has fallen back on stale, bankrupt ideas that don't help workers achieve more.

The latest is a rule proposed by the National Labor Relations Board to speed up union elections, reduce the time workers have to decide whether or not to join a labor union, and force employers to hand over to union organizers their employees' private information.

The board's Democratic majority is expected to finalize the proposed rule later this year.

Congress must take action. On Thursday, we introduced legislation that will prohibit this administration from rigging union elections and ensure workers get adequate time to hear from both sides and make a decision, while maintaining control over their personal information.

Today, the union election process takes a median of 38 days — generally enough time for unions to make their case and for employers to make theirs, and for employees to have the information they need to make a fully informed decision.

The proposed rule would shrink that process to as few as 10 days — just enough time for unions to make their aggressive plug without giving employers adequate time to respond. It hamstring employers from speaking to workers and making their case to the board, forcing them to raise all their concerns within seven days and essentially forfeit the right to raise additional concerns later.

The real loser is the American worker, who would be ambushed by the process and forced to make a decision without all the facts.

The current election timeline doesn't favor employers. Unions win 60 percent of elections.

Labor unions are suffering dwindling ranks and need the kind of advantage that can only come by rigging the election. Unfortunately, the Obama administration is more than ready to help out their union allies.

If the proposed rule sounds familiar, it should. The U.S. District Court for the District of Columbia already struck down the administration's past attempt to rush through ambush elections on procedural grounds.

This time around, the National Labor Relations Board is going even further. The rule includes a provision that shows a startling lack of respect for workers. Employers would be forced to hand over the private cellphone numbers and email addresses, work location and shift information of workers to union officials.

This provision constitutes an unprecedented invasion of worker privacy.

Choosing whether or not to join a union is an important decision. If unions are certain they are best for workers, then they shouldn't fear an election process that allows workers a real opportunity to make up their minds.

Our legislation will ensure sufficient time for employers and workers to prepare for an election and require the election take place no sooner than 35 days after the petition is filed. It will permit employers to raise concerns throughout the process, and it empowers employees to choose the personal information that will be disclosed to unions.

The federal labor board ought to be an umpire rather than a biased advocate. Today's board fails that test, as President Obama has appointed union advocates to serve in the roles of adjudicators.

In the face of this board's union advocacy, Congress needs to stand up for fairness to workers and employers.

Sen. Lamar Alexander, Tennessee Republican, is ranking member of the Senate Committee on Health, Education, Labor and Pensions. Rep. John Kline, Minnesota Republican, is chairman of the House Committee on Education and the Workforce. Rep. Phil Roe, Tennessee Republican, is chairman of the House Education and the Workforce health, employment, labor and pensions subcommittee.

Message: REA Info**Case Information:**

Message Type: Exchange
 Message Direction: External, Inbound
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:15 PM
 Item ID: 40861494
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **REA Info**

From Wood, Diane - ETA

Date
 Wednesday,
 June 18,
 2014 3:09 PM

To 'Pfeenan@azdes.gov' (Pfeenan@azdes.gov); 'SMoncada@azdes.gov' (SMoncada@azdes.gov); Brower, Debra@EDD (Debra.Brower@edd.ca.gov); Kilbourne, Charles@EDD (Charles.Kilbourne@edd.ca.gov); 'bridget.kemmling@ct.gov'; 'andrew.subiono@ct.gov'; Laing Stacey (DOL) (Stacey.Laing@state.de.us) (Stacey.Laing@state.de.us); West, Monica (DOES) (monica.west@dc.gov); Holmes, Patrick (DOES) (patrick.holmes@dc.gov); Lynch, Michael (Michael.Lynch@deo.myflorida.com); Potts, Isabelle (Isabelle.Potts@deo.myflorida.com); Janet Hutcheson (Janet.Hutcheson@gdol.ga.gov); Elizabeth Warner (Elizabeth.Warner@gdol.ga.gov); 'derek.m.fukuda@hawaii.gov'; 'Anne.E.Perreira-Eustaquio@hawaii.gov'; 'Joshua.McKenna@labor.idaho.gov'; 'joel.dixon@labor.idaho.gov'; Pam Rogers (Pam.Rogers@labor.idaho.gov); Lawell, Catherine S. (clawell@dwd.IN.gov); Davisson, Nancy (ndavisson@dwd.IN.gov); Seivert, Shanlyn [IWD]; Slagle, Ronee [IWD]; Inayat Noormohmad (Inayat.Noormohmad@dol.ks.gov); Shelly C. Thompson (sthompson@kansascommerce.com); Sutton, Michelle (OETCO-FK) (Michelle.Sutton@ky.gov); Collins, Lori H (OETCO-FK) (Lori.Collins@ky.gov); Sonya Williams/LDOL (SWilliams@lwc.la.gov); Boyett, Laura L. (Laura.L.Boyett@Maine.gov); Mealey, Dawn E. (Dawn.E.Mealey@Maine.gov); Cynthia Etheridge -DLLR- (cynthia.etheridge@maryland.gov); 'jsquire@dllr.state.md.us'; Sweeney, Alice (DWD) (ASweeney@detma.org); Boyle, Marilyn (DWD) (MBoyle@detma.org); Burns, John E (DEED) (john.e.burns@state.mn.us); Hegman, Jim (DEED) (jim.hegman@state.mn.us); Marcus Estes (MEstes@mdes.ms.gov); Timothy Rush (TRush@mdes.ms.gov); Clark, Spencer (Spencer.Clark@labor.mo.gov); Barr, Bob (Bob.Barr@labor.mo.gov); Rush, Shirley (srush@mt.gov); Allen, Robert (roallen@mt.gov); Joyce, Ronald (Ronald.Joyce@nebraska.gov); 'rebecca.buchanan@nebraska.gov' (rebecca.buchanan@nebraska.gov); Kim Morigeau (KLMORIGEAU@nvdeetr.org); 's-ricketts@nvdeetr.org'; 'christian.d.skinner@nhes.nh.gov' (christian.d.skinner@nhes.nh.gov); Szacik, Pamela (Pamela.R.Szacik@nhes.nh.gov); Marino, Ronald (Ronald.Marino@dol.state.nj.us); Moore, Lisa (Lisa.Moore@dol.state.nj.us); 'Ronald.Chavez2@state.nm.us' (Ronald.Chavez2@state.nm.us); Marcos.Martinez@state.nm.us; 'Valerie.Sewell@labor.state.ny.us'; 'Gloria.Hessell@labor.ny.gov'; 'curtis.a.adams@nccommerce.com'; 'yolande.f.hargrove@ncesc.gov'; Jenks, Michelle L. (mjjenks@nd.gov); DIANA ALLEN (Diana.Allen@jfs.ohio.gov); SUMMER BOYER (Summer.Boyer@jfs.ohio.gov); 'Jon.Eller@oesc.state.ok.us'; 'tdecker@oesc.state.ok.us'; Julie L BOSTON (julie.l.boston@state.or.us); Kristin K JONES (kristin.k.jones@state.or.us); CARLOS A. ROMAN ROMAN (CROMAN@trabajo.pr.gov); MARIA D. LA SANTA BUONOMO (MALASANTA@trabajo.pr.gov); Robert Langlais (rlanglais@dlt.ri.gov); Kathy Catanzaro (kcatanzaro@dlt.ri.gov); Gantt, Laurie (LGantt@dew.sc.gov); Davis, Charlie (CDavis@dew.sc.gov); Schnabel, Sharon (Sharon.Schnabel@state.sd.us); 'Dawn.williams@state.sd.us'; Dustin Swayne (Dustin.Swayne@tn.gov); Nicholas Bishop (Nicholas.Bishop@tn.gov); Salmond, Bradley (bsalmon@utah.gov); Beebe, Michelle (mbeebe@utah.gov); 'Lee.gable@state.vt.us'; 'Tracy.Phillips@state.vt.us'; 'adegazon@vidol.gov'; John Spatig (John.Spatig@vec.virginia.gov); Roberta Bumgardner (Robyn.Bumgardner@vec.virginia.gov); Miller, Joyce (ESD) (JMiller@ESD.WA.GOV); Bernethy, Ginger (ESD) (GBernethy@ESD.WA.GOV); 'connie.r.kirk@wv.gov'; Gibson, Landon R (Landon.R.Gibson@wv.gov); Palzkill, Bruce R - DWD (Bruce.Palzkill@dwd.wisconsin.gov); Andre.Small@dwd.wisconsin.gov; Rick Rothwell (rick.rothwell@wyo.gov); Lopez, Marisol - ETA; Merena, Annmarie - ETA; Fox, Paul - ETA; May, James - ETA; Williams, Robert - ETA; Jenkins, Gayle - ETA; Adams, Dustin R - ETA; Scott, John - ETA; Brillante, Marie - ETA; Wood, Diane - ETA; Pavosevich, Robert - ETA

Cc

 [rea data03312014.xlsx](#) (806 Kb HTML)

We have been told that the REA Grant information will be released on Tuesday at 2:00 Eastern time. It will be on our web site. These grants were not competitive as your continued participation is greatly valued.

As I mentioned in a prior email, I am sending the REA data as a single national file this time rather than breaking it out by state. In addition to focusing on your state's data you will see the numbers that we have when asked to justify the REA expenditure which is a special Congressional allocation each year. Some states had difficulties with their comparison group in earlier years but are now reporting very positive results that reflect both their excellent REA program and their work to correct the reporting problems. If you wish to correct any of the past reports you can enter a corrected report for time periods up to 3 years back. If you want to correct anything for an earlier quarter you can send the data to me and the reports staff has access to key it in here for you.

The Office of the Inspector General is completing an REA audit in TN and plans to go to 4 more states. We don't yet know where they plan to go for future audits but will contact you if your state is selected as soon as we know. The OIG staff is located in Atlanta so Tennessee was a nearby state for the first review.

We will be scheduling some upcoming Webinars and have heard of several very good programs from the regional offices. We will look forward to learning from these states who have developed very successful REA programs. Our Webinars are stored on-line so if the schedule doesn't work for you or you want to share it with others later it is easy to access.

As you are reviewing the 9129 data please look at the four important factors below that have been calculated for you. These numbers are not exact but provide a way of looking at the outcomes to see if they look reasonable. If your state is conducting REAs only in selected offices the results will likely differ from the statewide results but you can look at some of the statewide numbers to determine if the 9129 results look reasonable.

Average Duration – We anticipate that the REA program might save from ½ to 1 week of benefits on average. The comparison group did not receive REA services so the average duration for that group should be reasonably similar to the state's average duration for the same time period. If you are selecting a specific target population it won't be exactly the same but if it differs by several weeks that could indicate a problem. Hopefully duration for the REA treatment group will be a bit lower. If it is several weeks lower it is likely that the comparison group is not being selected correctly.

Benefits Per Claimant – Since the comparison group and the treatment group should have similar weekly and maximum benefit amounts benefits paid to the treatment group should be lower. Again we anticipate that the savings would range from ½ to 1 week so the difference would likely be reasonably close to the average benefit payment if a week of benefits was saved.

Percent Exhausting - Hopefully some fewer REA participants will exhaust their benefits.

Percent Reemployed – Given the assistance of the REA and the required reemployment service we anticipate that the percentage reemployed will be higher for the REA participants.

Again the goal is positive trends and we don't expect to see very large differences between the treatment and comparison group. Given the similarities between the groups REA participation should provide some moderately positive results.

I will resend the REA contact list soon. There are several new names so it is best to test before sending and the list seems always to need additional updates. The state REA leads are always a great resource for you.

ETA 9128 Data
Updated 6/3/2014
Updated 6/3/2014
First
REAs
REAs
Reemp svcs
Reemp
Disqual
Suitable
Failure to
Returned
(Completed
(Compl+NS)
(Resched
(Return
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Creation
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or Training
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Items 8-12
Items 8-13
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ETA 9129 Data
Updated 6/3/2014
Updated 6/3/2014
Comparison Group
REA Group
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Weeks to
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Revision

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Exh
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Reempl
OP
Average Duration
Benefits per Claimant
Average DQs
Percent Exhausting
Percent Reemployed
Date
Date
Date
1a
1b
1c
1d
1e
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Message: ICYMI: Alexander, Kline, Roe op-ed in Washington Times: Obama's unfair union-election tilt**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: 40861823
 Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|-----------------------|---------------|---------------|
| 7/22/2014 10:34:47 AM | Reviewed | Koonce, Kerry |

Policies:

No Policies attached

ICYMI: Alexander, Kline, Roe op-ed in Washington Times: Obama's unfair union-election tilt

From Wolgemuth, Liz (HELP Committee) **Date** Friday, March 28, 2014 11:02 AM
To Wolgemuth, Liz (HELP Committee); Jeffries, Jim (Alexander)
Cc

Washington Times

Obama's unfair union-election tilt

By Sen. Lamar Alexander, Rep. John Kline, and Rep. Phil Roe

<http://www.washingtontimes.com/news/2014/mar/27/alexander-obamas-unfair-union-tilt/>

The president is waging a public-relations campaign about income inequality in this country, but rather than focus on growing the economy and encouraging businesses to hire, this administration has fallen back on stale, bankrupt ideas that don't help workers achieve more.

The latest is a rule proposed by the National Labor Relations Board to speed up union elections, reduce the time workers have to decide whether or not to join a labor union, and force employers to hand over to union organizers their employees' private information.

The board's Democratic majority is expected to finalize the proposed rule later this year.

Congress must take action. On Thursday, we introduced legislation that will prohibit this administration from rigging union elections and ensure workers get adequate time to hear from both sides and make a decision, while maintaining control over their personal information.

Today, the union election process takes a median of 38 days — generally enough time for unions to make their case and for employers to make theirs, and for employees to have the information they need to make a fully informed decision.

The proposed rule would shrink that process to as few as 10 days — just enough time for unions to make their aggressive plug without giving employers adequate time to respond. It hamstring employers from speaking to workers and making their case to the board, forcing them to raise all their concerns within seven days and essentially forfeit the right to raise additional concerns later.

The real loser is the American worker, who would be ambushed by the process and forced to make a decision without all the facts.

The current election timeline doesn't favor employers. Unions win 60 percent of elections.

Labor unions are suffering dwindling ranks and need the kind of advantage that can only come by rigging the election. Unfortunately, the Obama administration is more than ready to help out their union allies.

If the proposed rule sounds familiar, it should. The U.S. District Court for the District of Columbia already struck down the administration's past attempt to rush through ambush elections on procedural grounds.

This time around, the National Labor Relations Board is going even further. The rule includes a provision that shows a startling lack of respect for workers. Employers would be forced to hand over the private cellphone numbers and email addresses, work location and shift information of workers to union officials.

This provision constitutes an unprecedented invasion of worker privacy.

Choosing whether or not to join a union is an important decision. If unions are certain they are best for workers, then they shouldn't fear an election process that allows workers a real opportunity to make up their minds.

Our legislation will ensure sufficient time for employers and workers to prepare for an election and require the election take place no sooner than 35 days after the petition is filed. It will permit employers to raise concerns throughout the process, and it empowers employees to choose the personal information that will be disclosed to unions.

The federal labor board ought be an umpire rather than a biased advocate. Today's board fails that test, as President Obama has appointed union advocates to serve in the roles of adjudicators.

In the face of this board's union advocacy, Congress needs to stand up for fairness to workers and employers.

Sen. Lamar Alexander, Tennessee Republican, is ranking member of the Senate Committee on Health, Education, Labor and Pensions. Rep. John Kline, Minnesota Republican, is chairman of the House Committee on Education and the Workforce. Rep. Phil Roe, Tennessee Republican, is chairman of the House Education and the Workforce health, employment, labor and pensions subcommittee.

Message: REA Info

Case Information:

Message Type: Exchange
 Message Direction: External, Inbound
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:15 PM
 Item ID: 40861494
 Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|-----------------------|---------------|---------------|
| 7/22/2014 10:34:47 AM | Reviewed | Koonce, Kerry |

Policies:

No Policies attached

✉ REA Info

From Wood, Diane - ETA **Date**
Wednesday,
June 18,
2014 3:09 PM

To 'Pfeenan@azdes.gov' (Pfeenan@azdes.gov); 'SMoncada@azdes.gov' (SMoncada@azdes.gov); Brower, Debra@EDD (Debra.Brower@edd.ca.gov); Kilbourne, Charles@EDD (Charles.Kilbourne@edd.ca.gov); 'bridget.kemmling@ct.gov'; 'andrew.subiono@ct.gov'; Laing Stacey (DOL) (Stacey.Laing@state.de.us) (Stacey.Laing@state.de.us); West, Monica (DOES) (monica.west@dc.gov); Holmes, Patrick (DOES) (patrick.holmes@dc.gov); Lynch, Michael (Michael.Lynch@deo.myflorida.com); Potts, Isabelle (Isabelle.Potts@deo.myflorida.com); Janet Hutcheson (Janet.Hutcheson@gdol.ga.gov); Elizabeth Warner (Elizabeth.Warner@gdol.ga.gov); 'derek.m.fukuda@hawaii.gov'; 'Anne.E.Perreira-Eustaquio@hawaii.gov'; 'Joshua.McKenna@labor.idaho.gov'; 'joel.dixon@labor.idaho.gov'; Pam Rogers (Pam.Rogers@labor.idaho.gov); Lawell, Catherine S. (clawell@dwd.IN.gov); Davisson, Nancy (ndavisson@dwd.IN.gov); Seivert, Shanlyn [IWD]; Slagle, Ronee [IWD]; Inayat Noormohmad (Inayat.Noormohmad@dol.ks.gov); Shelly C. Thompson (sthompson@kansascommerce.com); Sutton, Michelle (OETCO-FK) (Michelle.Sutton@ky.gov); Collins, Lori H (OETCO-FK) (Lori.Collins@ky.gov); Sonya Williams/LDOL (SWilliams@lwc.la.gov); Boyett, Laura L. (Laura.L.Boyett@Maine.gov); Mealey, Dawn E. (Dawn.E.Mealey@Maine.gov); Cynthia Etheridge -DLLR- (cynthia.etheridge@maryland.gov); 'jsquire@dllr.state.md.us'; Sweeney, Alice (DWD) (ASweeney@detma.org); Boyle, Marilyn (DWD) (MBoyle@detma.org); Burns, John E (DEED) (john.e.burns@state.mn.us); Hegman, Jim (DEED) (jim.hegman@state.mn.us); Marcus Estes (MEstes@mdes.ms.gov); Timothy Rush (TRush@mdes.ms.gov); Clark, Spencer (Spencer.Clark@labor.mo.gov); Barr, Bob (Bob.Barr@labor.mo.gov); Rush, Shirley (srush@mt.gov); Allen, Robert (roallen@mt.gov); Joyce, Ronald (Ronald.Joyce@nebraska.gov); 'rebecca.buchanan@nebraska.gov' (rebecca.buchanan@nebraska.gov); Kim Morigeau (KLMORIGEAU@nvdetr.org); 's-ricketts@nvdetr.org'; 'christian.d.skinner@nhes.nh.gov' (christian.d.skinner@nhes.nh.gov); Szacik, Pamela (Pamela.R.Szacik@nhes.nh.gov); Marino, Ronald (Ronald.Marino@dol.state.nj.us); Moore, Lisa (Lisa.Moore@dol.state.nj.us); 'Ronald.Chavez2@state.nm.us' (Ronald.Chavez2@state.nm.us); Marcos.Martinez@state.nm.us; 'Valerie.Sewell@labor.state.ny.us'; 'Gloria.Hessell@labor.ny.gov'; 'curtis.a.adams@nccommerce.com'; 'yolande.f.hargrove@ncesc.gov'; Jenks, Michelle L. (mjjenks@nd.gov); DIANA ALLEN (Diana.Allen@jfs.ohio.gov); SUMMER BOYER (Summer.Boyer@jfs.ohio.gov); 'Jon.Eller@oesc.state.ok.us'; 'tdecker@oesc.state.ok.us'; Julie L BOSTON (julie.l.boston@state.or.us); Kristin K JONES (kristin.k.jones@state.or.us); CARLOS A. ROMAN ROMAN (CROMAN@trabajo.pr.gov); MARIA D. LA SANTA BUONOMO (MALASANTA@trabajo.pr.gov); Robert Langlais (rlanglais@dlt.ri.gov); Kathy Catanzaro (kcatanzaro@dlt.ri.gov); Gantt, Laurie (LGantt@dew.sc.gov); Davis, Charlie (CDavis@dew.sc.gov); Schnabel, Sharon (Sharon.Schnabel@state.sd.us); 'Dawn.williams@state.sd.us'; Dustin Swayne (Dustin.Swayne@tn.gov); Nicholas Bishop (Nicholas.Bishop@tn.gov); Salmond, Bradley (bsalmon@utah.gov); Beebe, Michelle (mbeebe@utah.gov); 'Lee.gable@state.vt.us'; 'Tracy.Phillips@state.vt.us'; 'adegazon@vidol.gov'; John Spatig (John.Spatig@vec.virginia.gov); Roberta Bumgardner (Robyn.Bumgardner@vec.virginia.gov); Miller, Joyce (ESD) (JMiller@ESD.WA.GOV); Bernethy, Ginger (ESD) (GBernethy@ESD.WA.GOV); 'connie.r.kirk@wv.gov'; Gibson, Landon R (Landon.R.Gibson@wv.gov); Palzkill, Bruce R - DWD (Bruce.Palzkill@dwd.wisconsin.gov); Andre.Small@dwd.wisconsin.gov; Rick Rothwell (rick.rothwell@wyo.gov); Lopez, Marisol - ETA; Merena, Annmarie - ETA; Fox, Paul - ETA; May, James - ETA; Williams, Robert - ETA; Jenkins, Gayle - ETA; Adams, Dustin R - ETA; Scott, John - ETA; Brillante,

Marie - ETA; Wood, Diane - ETA; Pavosevich, Robert - ETA

Cc

 [rea data03312014.xlsx](#) (806 Kb HTML)

We have been told that the REA Grant information will be released on Tuesday at 2:00 Eastern time. It will be on our web site. These grants were not competitive as your continued participation is greatly valued.

As I mentioned in a prior e mail, I am sending the REA data as a single national file this time rather than breaking it out by state. In addition to focusing on your state's data you will see the numbers that we have when asked to justify the REA expenditure which is a special Congressional allocation each year. Some states had difficulties with their comparison group in earlier years but are now reporting very positive results that reflect both their excellent REA program and their work to correct the reporting problems. If you wish to correct any of the past reports you can enter a corrected report for time periods up to 3 years back. If you want to correct anything for an earlier quarter you can send the data to me and the reports staff has access to key it in here for you.

The Office of the Inspector General is completing an REA audit in TN and plans to go to 4 more states. We don't yet know where they plan to go for future audits but will contact you if your state is selected as soon as we know. The OIG staff is located in Atlanta so Tennessee was a nearby state for the first review.

We will be scheduling some upcoming Webinars and have heard of several very good programs from the regional offices. We will look forward to learning from these states who have developed very successful REA programs. Our Webinars are stored on-line so if the schedule doesn't work for you or you want to share it with others later it is easy to access.

As you are reviewing the 9129 data please look at the four important factors below that have been calculated for you. These numbers are not exact but provide a way of looking at the outcomes to see if they look reasonable. If your state is conducting REAs only in selected offices the results will likely differ from the statewide results but you can look at some of the statewide numbers to determine if the 9129 results look reasonable.

Average Duration – We anticipate that the REA program might save from ½ to 1 week of benefits on average. The comparison group did not receive REA services so the average duration for that group should be reasonably similar to the state's average duration for the same time period. If you are selecting a specific target population it won't be exactly the same but if it differs by several weeks that could indicate a problem. Hopefully duration for the REA treatment group will be a bit lower. If it is several weeks lower it is likely that the comparison group is not being selected correctly.

Benefits Per Claimant – Since the comparison group and the treatment group should have similar weekly and maximum benefit amounts benefits paid to the treatment group should be lower. Again we anticipate that the savings would range from ½ to 1 week so the difference would likely be reasonably close to the average benefit payment if a week of benefits was saved.

Percent Exhausting - Hopefully some fewer REA participants will exhaust their benefits.

Percent Reemployed – Given the assistance of the REA and the required reemployment service we anticipate that the percentage reemployed will be higher for the REA participants.

Again the goal is positive trends and we don't expect to see very large differences between the treatment and comparison group. Given the similarities between the groups REA participation should provide some moderately positive results.

I will resend the REA contact list soon. There are several new names so it is best to test before sending and the list seems always to need additional updates. The state REA leads are always a great resource for you.

ETA 9128 Data
Updated 6/3/2014
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ETA 9129 Data
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Message: RE: speaking engagements**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:09 PM
 Item ID: 40861279
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE: speaking engagements**

From Wise, Steve [IWD]

Date Thursday, August 08, 2013
2:07 PM

To Adams, Lori [IWD]; Lewis, Devon [IWD]; Benson, Joni [IWD]

Cc Hillary, Teresa [IWD]; Timberland, James [IWD]; Nice, Terence [IWD]

 [image001.jpg](#) (3 Kb HTML)

I sent an email to volunteer to do the October 31 – UI 101 – in Sioux City from 12 to 2:30 if no other ALJ other ALJ was interested. Terry Nice sent me an email that he might be willing to do it. I continue to be willing to make the October 31 Sioux City presentation.

From: Adams, Lori [IWD]

Sent: Thursday, August 08, 2013 12:39 PM

To: Lewis, Devon [IWD]; Benson, Joni [IWD]

Cc: Hillary, Teresa [IWD]; Wise, Steve [IWD]; Timberland, James [IWD]; Nice, Terence [IWD]

Subject: RE: speaking engagements

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October 31 – UI 101 – in Sioux City from 12 to 2:30. Contact person is Jonathan Murad.

October 31 – in Ottumwa at 11 a.m. **Mike Wilkinson is going to do this one.**

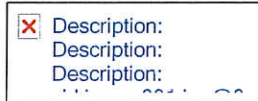
And I have a note from Council Bluffs that Terry has agreed to do the one there on October 9.

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 Des Moines, IA 50319
 Phone: (515) 281-9322

Cell: (515) 418-5058
 Email: lori.adams@iwd.iowa.gov



Please consider the environment before printing this e-mail.

From: Lewis, Devon [IWD]
Sent: Thursday, August 08, 2013 10:17 AM
To: Benson, Joni [IWD]; Adams, Lori [IWD]
Cc: Hillary, Teresa [IWD]; Wise, Steve [IWD]; Timberland, James [IWD]; Nice, Terence [IWD]
Subject: speaking engagements

Lori,
 We have been having James Timberland take care of speaking engagements. Steve Wise has also done some if James is not available. Maybe Terry Nice could handle the one in Council Bluffs. I'm hoping if there are other presentations arranged that do not appear on Joe's Outlook calendar that the organization calls in advance to confirm.
 Thanks for checking with us about this.
Devon

From: Benson, Joni [IWD]
Sent: Thursday, August 08, 2013 9:55 AM
To: Adams, Lori [IWD]
Cc: Hillary, Teresa [IWD]; Lewis, Devon [IWD]; Wise, Steve [IWD]
Subject: RE: another request

Lori – I still have access to Joe's Outlook Calendar and this is what I found listed on it. I checked clear through April of 2014.

1. September 4, 2013
 - Region 16 SHRM – TBD
 Starts at 11:30, ends at 1 (my part 45 minutes to one hour)
 Debra Fox – Ann Melinger
 Burlington – probably Great River Medical Center
2. September 6, 2013
 - IAJ Presentation – Dubuque (he had 8am to 5:30pm marked off on the calendar – probably included travel time)
3. October 8, 2013
 - Presentation TBD
 From Jennifer Braafhart
<mailto:JenniferBraafhart@architecturalarts>
 Sent : Thursday, Marsh 28, 2013 11:11AM
 To: Cano, Gloria (IWD)
 Subject RE: CISHRM Question
4. October 9, 2013
 - UI Presentation 3 Hour
 Council Bluffs TBD
 Start at approximately 10. Finish up after lunch

From: Adams, Lori [IWD]
Sent: Thursday, August 08, 2013 7:41 AM
To: Benson, Joni [IWD]
Subject: RE: another request

Thanks. And I'll try something on this end too.

Lori Adams, CPM

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Email: lori.adams@iwd.iowa.gov



Please consider the environment before printing this e-mail.

From: Benson, Joni [IWD]
Sent: Thursday, August 08, 2013 7:39 AM
To: Adams, Lori [IWD]
Subject: RE: another request

I don't have a list, but let me do some checking.

From: Adams, Lori [IWD]
Sent: Wednesday, August 07, 2013 5:34 PM
To: Benson, Joni [IWD]
Subject: another request

You wouldn't possibly have a list of Joe Walsh's scheduled ECI presentations on UI appeals? We are trying to make sure none of those presentations is overlooked and that we have someone who can step in. Just don't know what/when/where they were scheduled. Any help would be great. Thanks Joni.

Lori Adams, CPM

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Cell: (515) 418-5058
Email: lori.adams@iwd.iowa.gov



Please consider the environment before printing this e-mail.

Message: RE: October 31 ALJ presentation at Sioux City

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:08 PM
 Item ID: 40861249
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE: October 31 ALJ presentation at Sioux City**

| | | |
|-------------|--|----------------------------------|
| From | Wise, Steve [IWD] | Date |
| | | Wednesday, July 31, 2013 9:18 AM |
| To | Mormann, Marlon [IWD]; Benson, Joni [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Hillary, Teresa [IWD]; Lewis, Devon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD] | |
| Cc | | |

I will volunteer if there are no other takers. If anyone else is interested, I will defer to them.

From: Mormann, Marlon [IWD]
Sent: Wednesday, July 31, 2013 8:50 AM
To: Benson, Joni [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Hillary, Teresa [IWD]; Lewis, Devon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]
Subject: October 31 ALJ presentation at Sioux City

There is an opportunity to speak at a business group's meeting on October 31. Anyone interested please advise.

Marlon Mormann, Administrative Law Judge
515-265-3512

Message: RE: home office telephones

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:08 PM
 Item ID: 40861251
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ RE: home office telephones

From Wise, Steve [IWD] **Date** Wednesday, July 31, 2013 4:47 PM
To Cooper, Renee [IWD]
Cc Bateman, Gary [IWD]; Lewis, Devon [IWD]

Renee,

Just following up on our conversation this week to see if we can get some information from Windstream on the process for making 6-way calls using Windstream's phone service.

Thanks
Steve

From: Bateman, Gary [IWD]
Sent: Tuesday, July 23, 2013 4:32 PM
To: Mormann, Marlon [IWD]; Lewis, Devon [IWD]; Scheetz, Beth [IWD]; Hendricksmeier, Bonny [IWD]; Wise, Debra [IWD];
 Timberland, James [IWD]; Elder, Julie [IWD]; Donner, Lynette [IWD]; Stephenson, Randall [IWD]; Wise, Steve [IWD];
 Ackerman, Susan [IWD]; Nice, Terence [IWD]; Hillary, Teresa [IWD]; Seeck, Vicki [IWD]
Cc: Cooper, Renee [IWD]
Subject: RE: home office telephones

I've got faith it will work. If this satisfies all your needs, just do it.

From: Mormann, Marlon [IWD]
Sent: Tuesday, July 23, 2013 12:59 PM
To: Lewis, Devon [IWD]; Scheetz, Beth [IWD]; Hendricksmeier, Bonny [IWD]; Wise, Debra [IWD]; Timberland, James [IWD];
 Elder, Julie [IWD]; Donner, Lynette [IWD]; Stephenson, Randall [IWD]; Wise, Steve [IWD]; Ackerman, Susan [IWD]; Nice,
 Terence [IWD]; Hillary, Teresa [IWD]; Seeck, Vicki [IWD]
Cc: Cooper, Renee [IWD]; Bateman, Gary [IWD]
Subject: RE: home office telephones

Before making that move, can we have one ALJ test the system for a few weeks to see if it lives up?

Marlon Mormann, Administrative Law Judge
515-265-3512

From: Lewis, Devon [IWD]

Sent: Tuesday, July 23, 2013 12:12 PM

To: Scheetz, Beth [IWD]; Hendricksmeier, Bonny [IWD]; Wise, Debra [IWD]; Timberland, James [IWD]; Elder, Julie [IWD]; Donner, Lynette [IWD]; Mormann, Marlon [IWD]; Stephenson, Randall [IWD]; Wise, Steve [IWD]; Ackerman, Susan [IWD]; Nice, Terence [IWD]; Hillary, Teresa [IWD]; Seeck, Vicki [IWD]; Lewis, Devon [IWD]

Cc: Cooper, Renee [IWD]; Bateman, Gary [IWD]

Subject: home office telephones

Many thanks to Renee Cooper and Gary Bateman for tracking down the information about ALJ home office phone options.

The current phone provider monthly charge per line is \$24.95 and does not offer call forward or frequently needed 6-way calling to more than half of the ALJs, which requires use of the cumbersome and limited ICN conference calling.

Windstream charges \$26.45 per month including 6-way calling for all ALJs, call forward on busy lines, and call trace blocking, if needed. The long distance rate is 2 cents per minute, half that of the ICN.

Unless the Director has an objection, we will move ALJ home office phone service and long distance to Windstream asap. Renee will notify us of how the transition will take place and give us some sort of instruction on how these features operate. Currently, two ALJs have extra features on phones that other ALJs do not. With this switch, all ALJs will have the same service.

I will be on annual from Thursday through August 6. Steve and/or Bonny, will you be available to work on this with Renee while I'm gone?

Devon

Message: RE: speaking engagements**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:09 PM
 Item ID: 40861279
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE: speaking engagements**

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Date Thursday, August 08, 2013
2:07 PM

To Adams, Lori [IWD]; Lewis, Devon [IWD]; Benson, Joni [IWD]

Cc Hillary, Teresa [IWD]; Timberland, James [IWD]; Nice, Terence [IWD]

 [image001.jpg](#) (3 Kb HTML)

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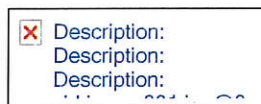
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Please consider the environment before printing this e-mail.

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Cc: Hillary, Teresa [IWD]; Wise, Steve [IWD]; Timberland, James [IWD]; Nice, Terence [IWD]
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Cc: Hillary, Teresa [IWD]; Lewis, Devon [IWD]; Wise, Steve [IWD]
Subject: RE: another request

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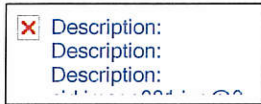
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Council Bluffs TBD
Start at approximately 10. Finish up after lunch

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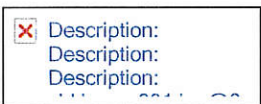
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Message: need vericiation of an overpayment please

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:46 PM
 Item ID: 40862118
 Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|----------------------|---------------|---------------|
| 7/22/2014 9:05:04 AM | Reviewed | Koonce, Kerry |

Policies:

No Policies attached

need vericiation of an overpayment please

From Wise, Debra [IWD] **Date** Monday, March 10, 2014 8:29 AM
To Wood, Kirsten [IWD]; Eklund, David [IWD]
Cc

[REDACTED] asserted his overpayment has been previously paid in full so the Department should not be able to take anything from his income tax. The ovpy screen shows he still owes money. Please verify that the ovpy is correct – he asserted an IWD atty signed paperwork for the Court that he has paid in full any money he had owed to the Dept.

Thanks

Deb Wise
ALJ II

Message: RE: need vericiation of an overpayment please

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:46 PM
 Item ID: 40862119
 Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|----------------------|---------------|---------------|
| 7/22/2014 9:05:04 AM | Reviewed | Koonce, Kerry |

Policies:

No Policies attached

☒ RE: need vericiation of an overpayment please

From Wise, Debra [IWD] **Date** Monday, March 10, 2014 9:04 AM
To Eklund, David [IWD]
Cc

Thanks I came up with same conclusion but wanted to make sure I was not missing anything

From: Eklund, David [IWD]
Sent: Monday, March 10, 2014 9:02 AM
To: Wise, Debra [IWD]; Wood, Kirsten [IWD]
Subject: RE: need vericiation of an overpayment please

I have completed a thorough review and by all accounts [REDACTED] still owes IWD \$2344.00

If he has a document in his possession that supports his assertion, I would be happy to review it for authenticity/accuracy.

Dave

From: Wise, Debra [IWD]
Sent: Monday, March 10, 2014 8:29 AM
To: Wood, Kirsten [IWD]; Eklund, David [IWD]
Subject: need vericiation of an overpayment please

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Thanks
Deb Wise
ALJ II

Message: Fwd: 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: 40861845
 Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|----------------------|---------------|---------------|
| 7/22/2014 9:03:48 AM | Reviewed | Koonce, Kerry |

Policies:

No Policies attached

Fwd: Justify Offset of Federal Income Tax Refund

From Wilkinson, Michael [IWD] **Date** Monday, March 31, 2014 11:27 AM
To Olivencia, Nicholas [IWD]; Eklund, David [IWD]
Cc

For your action. Let me know the outcome.


Sent from my iPhone

Begin forwarded message:

From: "Conrath, Mary [IWD]" <Mary.Conrath@iwd.iowa.gov>
Date: March 31, 2014 at 9:58:51 AM MDT
To: "Eklund, David [IWD]" <David.Eklund@iwd.iowa.gov>
Cc: "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov>
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: 

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 category. 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.



Message: RE: TOP interception errors

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: 40861800
 Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|----------------------|---------------|---------------|
| 7/22/2014 9:03:48 AM | Reviewed | Koonce, Kerry |

Policies:

No Policies attached

RE: TOP interception errors

From Wilkinson, Michael [IWD] **Date** Thursday, March 27, 2014 3:43 PM
To Wood, Kirsten [IWD]
Cc Eklund, David [IWD]

Thank you. The three of us can discuss how to move forward.

From: Wood, Kirsten [IWD]
Sent: Thursday, March 27, 2014 3:24 PM
To: Wilkinson, Michael [IWD]
Cc: Eklund, David [IWD]
Subject: TOP interception errors

- Attached is a list of the claimants (73) that are non-fraud and we have not intercepted their federal tax refund yet and need to be removed.
- Below is a list of the claimants (22) that we have intercepted their federal tax refund in error because their overpayment was non-fraud:

[REDACTED] \$120.00 plus fee
 [REDACTED] \$120.00 plus fee
 [REDACTED] \$440.39 plus fee
 [REDACTED] \$5330.00 plus fee
 [REDACTED] \$7.00 plus fee
 [REDACTED] \$498.29 plus fee
 [REDACTED] \$72.00 plus fee
 [REDACTED] \$1286.00 plus fee
 [REDACTED] \$3813.00 plus fee
 [REDACTED] \$1108.00 plus fee
 [REDACTED] \$3281.00 plus fee
 [REDACTED] \$3978.00 plus fee
 [REDACTED] \$473.00 plus fee
 [REDACTED] \$2524.00 plus fee
 [REDACTED] \$608.00 plus fee
 [REDACTED] \$4286.00 plus fee
 [REDACTED] \$2039.00 plus fee
 [REDACTED] \$241.00 plus fee
 [REDACTED] \$3977.00 plus fee
 [REDACTED] \$3594.00 plus fee
 [REDACTED] \$8.00 plus fee
 [REDACTED] \$2059.00 plus fee

- These claimants (4) have a mix of both FRAUD and NON-FRAUD overpayments and I was not sure if we could intercept their refund or not:

SSN 3547 MELISSA FEUCALORO:
 \$1533.64 (FRAUD) and \$5295.91 (NON-FRAUD) prior to interception—We did intercept \$2066 of her federal refund. Can we keep \$1533.64 and send her the difference or how does this work?

SSN 9840 JAMES R PILKINGTON:
 \$8792.00 (FRAUD) and \$7200.00 (NON-FRAUD) prior to interception—We did intercept \$6234 of her federal refund. Can we keep all of it since her fraud overpayment was more than refund?

SSN 3321 CHRISTOPHER D DAHSTEN:
 \$1674.00 (FRAUD) and \$12,633.00 (NON-FRAUD)—We have not intercepted her federal refund yet, but could we try and intercept the \$1674?

SSN 5919 LINDA A LEWIS:
 \$6007.93 (FRAUD) and \$1445.00 (NON-FRAUD)—We have not intercepted her federal refund yet, but could we try to intercept just the \$6007.93?

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: [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: 40862277
 Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|----------------------|---------------|---------------|
| 7/22/2014 9:03:01 AM | Reviewed | Koonce, Kerry |

Policies:

No Policies attached

☒ **Re:** [REDACTED]

From Wilkinson, Michael [IWD] **Date** Friday, March 14, 2014 7:03 PM
To Adams, Lori [IWD]
Cc Eklund, David [IWD]

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]
Subject: RE: [REDACTED]

Marlys – the UIISC 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

<image001.jpg>



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: FW: [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: 40862259
 Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|----------------------|---------------|---------------|
| 7/22/2014 9:02:40 AM | Reviewed | Koonce, Kerry |

Policies:

No Policies attached

✉ **FW:** [REDACTED]

From Wilkinson, Michael [IWD] **Date** Friday, March 14, 2014 3:16 PM
To Boten, Brenda [IWD]; Eklund, David [IWD]; West, Ryan [IWD]
Cc

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: FW: [REDACTED]

Dear Steve,

Here is the response to my UISC Message Center question.

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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.

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: 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: 40862260
 Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|----------------------|---------------|---------------|
| 7/22/2014 9:03:01 AM | Reviewed | Koonce, Kerry |

Policies:

No Policies attached

☐ **RE:** [REDACTED]

From Wilkinson, Michael [IWD] **Date** Friday, March 14, 2014 3:16 PM

To Jones, Marlys [IWD]; Adams, Lori [IWD]

Cc Dawson, Annette [IWD]; McCann, Stephen [IWD]

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: FW: [REDACTED]

Dear Steve,

Here is the response to my UISC Message Center question.

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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: Scanning error by Tax

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:42 PM
 Item ID: 40861987
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **FW: Scanning error by Tax**

From Eklund, David [IWD] **Date** Monday, March 03, 2014 8:36 AM
To Wilkinson, Michael [IWD]
Cc

Apparently this has happened once or twice before, but never this many at once. Some of these folks could be pretty upset. Just FYI

From: Khounlo, Nhoui [IWD]
Sent: Monday, March 03, 2014 8:21 AM
To: Eklund, David [IWD]
Subject: FW: Scanning error by Tax

From: Windust, Stephanie [IWD]
Sent: Monday, March 03, 2014 7:43 AM
To: Khounlo, Nhoui [IWD]
Subject: RE: Scanning error by Tax

I'll see what I can do.

From: Khounlo, Nhoui [IWD]
Sent: Monday, March 03, 2014 7:24 AM
To: Windust, Stephanie [IWD]
Subject: RE: Scanning error by Tax

Step, do you still had the checks? If you do I need to have all copies of the checks because when I set up and the claimant will upset about the overpayment and I need to have some prove from the bank. Thanks!!

From: Windust, Stephanie [IWD]
Sent: Friday, February 28, 2014 12:33 PM
To: Khounlo, Nhoui [IWD]
Subject: Scanning error by Tax

Nhoui,

[REDACTED] for [REDACTED] was scanned by tax as [REDACTED] for claimant [REDACTED]. Need to set up \$.50 overpayment. If you set up, please let me know which program you set up.

[REDACTED] for [REDACTED] was scanned by tax as [REDACTED] for Claimant [REDACTED]. Need to set up .60 overpayment. If you set up, please let me know which program you set up.

[REDACTED] for [REDACTED] was scanned by tax as [REDACTED] for claimant [REDACTED]. Need to set up overpayment for \$5,336.10. Please let me know which program you set up.

[REDACTED] for [REDACTED] was scanned by tax as [REDACTED] for claimant [REDACTED]. Need to set up overpayment for \$100. Please let me know which program you set up.

Sorry to have taken so long, I've been waiting to see if the bank had caught these errors, so far I haven't seen anything come through Wells Fargo stating that the amounts scanned were incorrectly entered. If you have any questions, please call me.

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

Message: [REDACTED]**Case Information:**

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:42 PM
Item ID: 40861988
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Skylar Dorr**

From Eklund, David [IWD] **Date** Tuesday, March 04, 2014 10:09 AM
To Lewis, Irma [IWD]
Cc

 **image001.jpg** (3 Kb HTML)

I met with [REDACTED] 03/04/14 at 9:15am at 150 Des Moines St location.

Discussed the wage Xmatch audit document and OP worksheet. [REDACTED] agreed with the information and the associated OP of benefits. She blamed confusion over pay dates, rate of pay and number of hours worked as reasons for the under reporting.

We covered her earlier OP related to the exact same set of circumstances. I explained that the true reason she was called in on this one was the we obviously did not make the intended impression on her with our first encounter. She understood.

The potential of an Admin Penalty being imposed if she filed an unemployment claim in the future was discussed. [REDACTED] was told that it was highly likely the penalty would cover both overpayments, meaning the number of weeks associated with under/non reporting of income for both OP's would be totaled for the future penalty.

[REDACTED] was informed that a 15% monetary penalty would be imposed for fraudulently reporting on this current claim.

[REDACTED] signed a repayment agreement of \$50 per month. She was strongly encouraged to pay more if possible and she was warned not to default.

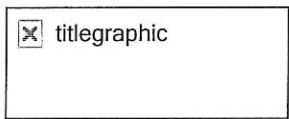
I set her up with a first payment due date of the 28th since she is paid once per month. She was told she would have a billing notice to make a payment from by the time her payment was due.

I updated her address on her claim.

I am house mailing the documents back to you as I am off to Sioux City. Thank you

David Eklund

Regional Operations Manager
UI Benefits Services
Iowa Workforce Development
Ph: 515/281-5792
Cell: 515/229-4482
Fax: 515/281-9033
david.eklund@iwd.iowa.gov



Message: RE: need vericiation of an overpayment please

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:46 PM
Item ID: 40862108
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE: need vericiation of an overpayment please**

From Eklund, David [IWD] **Date** Monday, March 10, 2014 9:02 AM
To Wise, Debra [IWD]; Wood, Kirsten [IWD]
Cc

I have completed a thorough review and by all accounts [REDACTED] still owes IWD \$2344.00

If he has a document in his possession that supports his assertion, I would be happy to review it for authenticity/accuracy.

Dave

From: Wise, Debra [IWD]
Sent: Monday, March 10, 2014 8:29 AM
To: Wood, Kirsten [IWD]; Eklund, David [IWD]
Subject: need vericiation of an overpayment please

[REDACTED] asserted his overpayment has been previously paid in full so the Department should not be able to take anything from his income tax. The ovpy screen shows he still owes money. Please verify that the ovpy is correct – he asserted an IWD atty signed paperwork for the Court that he has paid in full any money he had owed to the Dept.

Thanks

Deb Wise
ALJ II

Message: RE: Online reporting-weekly claim/IVR

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: 40862140
 Policy Action: Not Specified

Mark History:



No reviewing has been done

Policies:

No Policies attached

✉ RE: Online reporting-weekly claim/IVR

From Eklund, David [IWD] **Date** Monday, March 10, 2014 10:14 AM
To Wilkinson, Michael [IWD]
Cc

 (3 Kb HTML)  (3 Kb HTML)

The claimants on Simona's list show the week is on KFFD and entered by Simona, so they took with the manual entry. Now, will they process....?

From: Wilkinson, Michael [IWD]
Sent: Monday, March 10, 2014 10:10 AM
To: Hammond, Simona [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]
Cc: Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]
Subject: RE: Online reporting-weekly claim/IVR


BTW, after you do the manual entry, does the week display for the claimant to try again? Or does it completely process?


From: Hammond, Simona [IWD]
Sent: Monday, March 10, 2014 10:05 AM
To: Wilkinson, Michael [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]
Cc: Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]
Subject: RE: Online reporting-weekly claim/IVR

- Work status: laid off, no earnings for w/e 03/08/14

- No work, no wages, vacation, holiday or pension;
- Able and available –yes; job refusal – no; 2 in person job contacts;

- Temporary layoff ;, no earnings;
- Able and available-Yes ; job refusal – no;

- 
- Temporary layoff ; no earnings;
 - Able and available-Yes ; job refusal – no;

- 
- Temporary layoff ; no earnings;
 - Able and available-Yes ; job refusal – no;

From: Wilkinson, Michael [IWD]
Sent: Monday, March 10, 2014 9:52 AM
To: Hammond, Simona [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]
Cc: Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]
Subject: RE: Online reporting-weekly claim/IVR

Yes, thank you.

From: Hammond, Simona [IWD]
Sent: Monday, March 10, 2014 9:51 AM
To: Wilkinson, Michael [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]
Cc: Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]
Subject: RE: Online reporting-weekly claim/IVR

I ended up entering the weeks for all of them so I already know what their work status is for last week and how they answered the questions. I can put that in an email in a minute. Is that all that is needed?

From: Wilkinson, Michael [IWD]
Sent: Monday, March 10, 2014 9:45 AM
To: Hammond, Simona [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]
Cc: Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]
Subject: RE: Online reporting-weekly claim/IVR

Simona, would you call them back and see how they were responding and get that to Dave Gannon and Chuks in the next 30 minutes? Thank you.

From: Hammond, Simona [IWD]
Sent: Monday, March 10, 2014 9:13 AM
To: Gomez, Carmen [IWD]; Gannon, David [IWD]
Cc: Moen, Martin [IWD]; Tobis, Shelli [IWD]; Bateman, Gary [IWD]; Koonce, Kerry [IWD]; Wilkinson, Michael [IWD]; Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]
Subject: RE: Online reporting-weekly claim/IVR



From: Gomez, Carmen [IWD]
Sent: Monday, March 10, 2014 9:06 AM
To: Gannon, David [IWD]
Cc: Hammond, Simona [IWD]; Moen, Martin [IWD]; Tobis, Shelli [IWD]; Bateman, Gary [IWD]; Koonce, Kerry [IWD]; Wilkinson, Michael [IWD]; Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]
Subject: FW: Online reporting-weekly claim/IVR

Importance: High

Dave – are you working on this or Shelli and do you need this information?

Both IVR and online are having the same issues not letting claimants file.

If you need this information – I will have Simona provide you with what you need ASAP – please let us know.

Thank you,

Carmen Gomez

Customer Service Bureau Chief
Iowa Workforce Development
1000 E Grand Avenue | Des Moines, IA | 50319
Phone: 515-281-5981 | 515-720-4686 | Fax: 515-281-4698

From: Tobis, Shelli [IWD]
Sent: Monday, March 10, 2014 9:01 AM
To: Hammond, Simona [IWD]; IWD-HelpDesk
Cc: Martin Moen; Gomez, Carmen [IWD]
Subject: RE: Online reporting-weekly claim

Do you have some examples that we can turn over to our developers: e.g. claimants name and ssn and the week / dates / that are the problem? Contact information would be helpful too.

Shelli

From: Hammond, Simona [IWD]
Sent: Monday, March 10, 2014 8:40 AM
To: IWD-HelpDesk
Cc: Martin Moen; Gomez, Carmen [IWD]
Subject: Online reporting-weekly claim

Good Morning,

I had several calls this morning where the claimants did the weekly reporting online and it did not go through. They indicated it lets them file and then when they log out and log back in the week is not there. I know the VRU is down but apparently online reporting does not work either.

Thank you,

Simona Hammond
Iowa Workforce Development
515-725-3764

Description:
Description:
titlegraphic

Message: RE: CSI payment

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:42 PM
 Item ID: 40861973
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: CSI payment

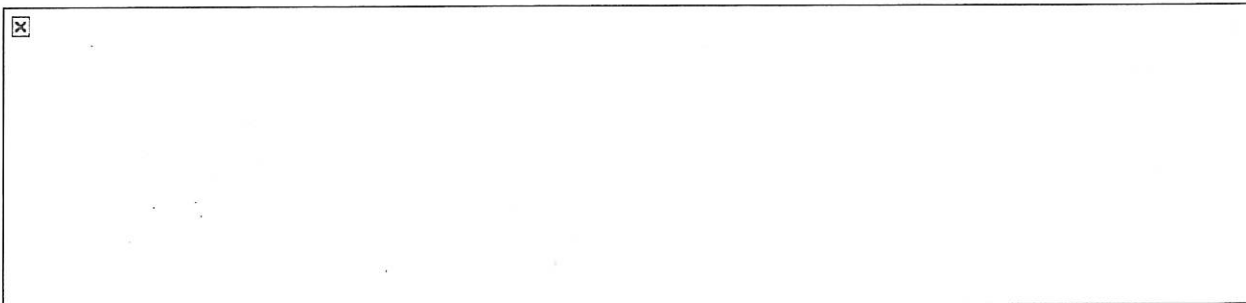
From Wood, Kirsten [IWD] **Date** Tuesday, April 08, 2014 3:28 PM
To Anderson, Ryan [IWD]
Cc Eklund, David [IWD]

That would be perfect. The information is below:



Her overpayment balance was \$819 as of 1-1-14. We withheld \$276 of her current unemployment benefits on 3/27/14 and applied it to her overpayment. Then we withheld \$543 of her state tax refund on 3/31/14, which reduced her overpayment to \$0.

She made a credit card payment on 3/27/14 in the amount of \$819 plus the \$20.07 fee (see transaction report below). This was never applied to her overpayment since the balance was \$0



Kirsten L. Wood

Phone (515)725-3736
Fax (515)242-0495

From: Anderson, Ryan [IWD]
Sent: Tuesday, April 08, 2014 3:21 PM
To: Wood, Kirsten [IWD]
Cc: Eklund, David [IWD]
Subject: RE: CSI payment

The only thing I can think of then is to have Rita look into where it went. If you have that payment information I can send it to her to look into.

From: Wood, Kirsten [IWD]
Sent: Tuesday, April 08, 2014 3:16 PM
To: Anderson, Ryan [IWD]
Cc: Eklund, David [IWD]
Subject: RE: CSI payment

I do get the report entitled "Payment Errors & Control Totals". This tells me the Payment Control Totals for any day a PYMT was made on OVPY. It just tells me the number of claimants, the amount sent on tape, the amount applied and the amount (if any) that needs to be refunded. I assumed this was for TOP only but this must be for any PYMT made on OVPY, which includes credit card payments. If I do have to refund anything, then a separate page with the heading Payment Error Listing will print. It tells me how much has to be refunded, who I refund it to and why.

Since 3/27/14 (the date the credit card payment was made), I have only received one payment error listing. This was for in the amount of

\$4772. I worked with Rita Coxie in getting the payment to apply correctly so no refund was needed.

The only refunds I have ever had to do were related to TOP. I have never had to refund a payment due to an error with the credit card payment.

Kirsten L. Wood

Phone (515)725-3736
Fax (515)242-0495

From: Anderson, Ryan [IWD]
Sent: Tuesday, April 08, 2014 2:52 PM
To: Wood, Kirsten [IWD]
Cc: Eklund, David [IWD]
Subject: RE: CSI payment

It is a paper trims report.

From: Wood, Kirsten [IWD]
Sent: Tuesday, April 08, 2014 2:51 PM
To: Anderson, Ryan [IWD]
Cc: Eklund, David [IWD]
Subject: RE: CSI payment

Ryan-

Where would this payment error report be located? Is it on the CSI website or a paper error report that gets printed each day to our building?

The only payment error report I get is in regards to TOP.

Kirsten L. Wood

Phone (515)725-3736
Fax (515)242-0495

From: Eklund, David [IWD]
Sent: Monday, April 07, 2014 1:55 PM
To: Wood, Kirsten [IWD]
Subject: FW: CSI payment

Do you have access?

From: Anderson, Ryan [IWD]
Sent: Monday, April 07, 2014 1:54 PM
To: Eklund, David [IWD]
Subject: RE: CSI payment

My understanding is that if a payment doesn't apply, then it shows up on the payment error report.

From: Eklund, David [IWD]
Sent: Monday, April 07, 2014 1:53 PM
To: Anderson, Ryan [IWD]
Subject: CSI payment

Ryan,

We have a CSI payment that shows Date entered, Date effective as 03/27/2014.

The claimant had an offset that same day and then four days later we took her Iowa tax bringing balance to Zero. Any idea where the CSI payment went? We need to refund it to the claimant, via a warrant I suppose.

Suggestions.

David Eklund
Regional Operations Manager
UI Benefits Services
Iowa Workforce Development
Ph: 515/281-5792
Cell: 515/229-4482
Fax: 515/281-9033
david eklund@iwd.iowa.gov

Description:
titlegraphic

Message: RE: CSI payment

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:42 PM
 Item ID: 40861975
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ RE: CSI payment

From Wood, Kirsten [IWD] **Date** Tuesday, April 08, 2014 3:33 PM
To Anderson, Ryan [IWD]
Cc Eklund, David [IWD]

We do not need to applied to the account anymore. We need to issue a refund if the funds had been deposited into our account.
 However, we also need to figure out why it did not kick out on an error report. That way we will not have the same issue in the future.

Kirsten L. Wood

Phone (515)725-3736
 Fax (515)242-0495

From: Anderson, Ryan [IWD]
Sent: Tuesday, April 08, 2014 3:29 PM
To: Wood, Kirsten [IWD]
Cc: Eklund, David [IWD]
Subject: RE: CSI payment

So are you needing it applied to the account or just to have Stephanie verify the funds are there so you can issue a refund?

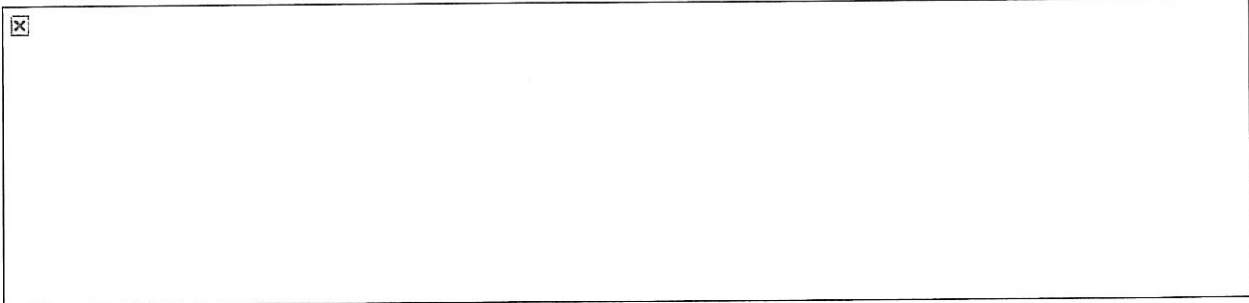
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To: Anderson, Ryan [IWD]
Cc: Eklund, David [IWD]
Subject: RE: CSI payment

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Fax (515)242-0495

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Since 3/27/14 (the date the credit card payment was made), I have only received one payment error listing. This was for Jason D Kelly (0379) in the amount of \$4772. I worked with Rita Coxie in getting the payment to apply correctly so no refund was needed.

The only refunds I have ever had to do were related to TOP. I have never had to refund a payment due to an error with the credit card payment.

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Subject: RE: CSI payment

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Cc: Eklund, David [IWD]
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To: Anderson, Ryan [IWD]

Subject: CSI payment

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The claimant had an offset that same day and then four days later we took her Iowa tax bringing balance to Zero. Any idea where the CSI payment went? We need to refund it to the claimant, via a warrant I suppose.

Suggestions.

David Eklund
Regional Operations Manager
UI Benefits Services
Iowa Workforce Development
Ph: 515/281-5792
Cell: 515/229-4482
Fax: 515/281-9033
david eklund@iwd.iowa.gov

| |
|--|
| <input checked="" type="checkbox"/> Description: titlegraphic |
|--|

Message: FW: [REDACTED]

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:37 PM
Item ID: 40861871
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ **FW:** [REDACTED]

From Young, Veronica [IWD] **Date** Tuesday, April 01, 2014 3:09 PM
To Eklund, David [IWD]
Cc

From: Rendon, Annette [mailto:Annette.Rendon@Illinois.gov]
Sent: Tuesday, April 01, 2014 3:09 PM
To: Young, Veronica [IWD]; Christison, Larry
Subject: RE: [REDACTED]

Veronica,
Yes, the claimant filed for 3/3/13 and IL has collected the OP in the amount of \$ 1,577.00. We will issue the check and send it.

Larry,
Please request a check for IA.
Thanks!

From: Young, Veronica [IWD] [mailto:Veronica.Young@iwd.iowa.gov]
Sent: Tuesday, April 01, 2014 3:00 PM
To: Rendon, Annette
Subject: [REDACTED]
[REDACTED]

Did this claimant ever file in IL effective 03/03/13 per our wic? Did IL offset benefits for IA?

Veronica Young, Workforce Advisor CWC-IPC
Iowa Workforce Development
150 Des Moines Street
Des Moines Iowa 50309
Phone 515-725-3738
Fax 515-242-0444

Message: FW: [REDACTED]

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:37 PM
Item ID: 40861872
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ **FW:** [REDACTED]

From Young, Veronica [IWD] **Date** Tuesday, April 01, 2014 3:12 PM
To Eklund, David [IWD]
Cc

Let me know if you want me to call the claimant..i am assuming he is upset because of the offset of taxes

From: Rendon, Annette [mailto:Annette.Rendon@Illinois.gov]
Sent: Tuesday, April 01, 2014 3:09 PM
To: Young, Veronica [IWD]; Christison, Larry
Subject: RE: [REDACTED]

Veronica,
Yes, the claimant filed for 3/3/13 and IL has collected the OP in the amount of \$ 1,577.00. We will issue the check and send it.

Larry,
Please request a check for IA.
Thanks!

From: Young, Veronica [IWD] [mailto:Veronica.Young@iwd.iowa.gov]
Sent: Tuesday, April 01, 2014 3:00 PM
To: Rendon, Annette
Subject: [REDACTED]

Did this claimant ever file in IL effective 03/03/13 per our wic? Did IL offset benefits for IA?

Veronica Young, Workforce Advisor CWC-IPC
Iowa Workforce Development
150 Des Moines Street
Des Moines Iowa 50309
Phone 515-725-3738
Fax 515-242-0444

Message: RE: er with legal question could not get through to CSC and was unable to leave a message

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:09 PM
 Item ID: 40861259
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ **RE: er with legal question could not get through to CSC and was unable to leave a message**

From Wise, Steve [IWD] **Date** Friday, August 02, 2013 1:05 PM
To Anderson, Donnell [IWD]; Hillary, Teresa [IWD]; Lewis, Devon [IWD]
Cc

I will return the call.

From: Anderson, Donnell [IWD]
Sent: Friday, August 02, 2013 12:59 PM
To: Hillary, Teresa [IWD]; Lewis, Devon [IWD]; Wise, Steve [IWD]
Subject: er with legal question could not get through to CSC and was unable to leave a message

Marco called in from this er. He would not give his last name. He said that he lost his fact-finding because the initial protest was too late. He wanted to know if an appeal hearing would be over why his initial protest was late, or if the appeal hearing would actually cover the events around the cl losing his job. I think the information below pertains to this employer. He said he worked for [REDACTED] Please return his call to [REDACTED] if you cannot get back to him today, the restaurant is closed on Monday so you will need to call him after 1pm on Tuesday. I cc'ed all the lead workers since Teresa will be gone through next week.

[REDACTED]
 DATE 08/02/13 NON-MONETARY DISPLAY
 [REDACTED]
 PGM = UI EB 0 LO 020530
 STATUS LOCK-UI RSN CNTEST CONTROL 07/29/13 ADD
 EFF-DATE = 07/14/13 REFERENCE-NO = 05

ANDS..... TOO LATE PROTEST
 DISP-DATE = 07/31/13 ANDS-NO = 765 DEPUTY = 56 A/D = A
 V1 = 050413 V2 = 073013 V3 = 071413 V4 =
 V5 = EMPLR = 366157 000 NAME = "ONO INC

Message: RE: Appeal No: 13A-UI-08173-DT**Case Information:**

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:10 PM
Item ID: 40861285
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ RE: Appeal No: 13A-UI-08173-DT**From** Wise, Steve [IWD]**Date** Friday, August 09, 2013
3:35 PM**To** Benson, Joni [IWD]; Lewis, Devon
[IWD]**Cc**

I hate to palm this off, but Devon reviewed and responded to the interrogatory and subpoena request for this appeal while I was on vacation. I think since she reviewed this before, for consistency Devon should respond.

Devon, I am certainly willing to consult with you on this.

Steve

From: Benson, Joni [IWD]
Sent: Friday, August 09, 2013 1:31 PM
To: Wise, Steve [IWD]
Subject: FW: Appeal No: 13A-UI-08173-DT
Importance: High

Steve – please look at the email from the employer (below this information) and respond to their question. Thanks, Joni

APLF [REDACTED]
13 A UI 08173 OC 06/09/13 REF 01

CLM PLASTER, KEVIN, R

EMP "RAAJ CORP

DISP - ACTIVE CLAIM TYPE - INTRA
HEARING 09/04/13 02:00 PM ALJ D MAILED 08/01/13 LOC 90 OTTUMWA
POSTPONEMENT GIVEN BY D 08/08/13 REQ BY CLMNT MAILED 08/09/13

From: jmix@ramadabettendorf.com [mailto:jmix@ramadabettendorf.com]
Sent: Friday, August 09, 2013 1:28 PM
To: Benson, Joni [IWD]
Subject: Appeal No: 13A-UI-08173-DT

To Whom it May Concern:

I have questions about the discovery request and some of the questions in the discovery have nothing to do with weather or not Mr. Kevin Plaster was terminated or voluntarily quit. Do I need to answer these questions?

Jessica Mix
General Manager
Ramada Bettendorf
3020 Utica Ridge Rd.
Bettendorf, IA 52722
Ph. 563-355-7575
Fx. 563-355-1305
www.ramadabettendorf.com

Message: FW: Scanning error by Tax

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:43 PM
 Item ID: 40862013
 Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|----------------------|---------------|---------------|
| 7/22/2014 9:01:41 AM | Reviewed | Koonce, Kerry |

Policies:

No Policies attached

FW: Scanning error by Tax

From Wilkinson, Michael [IWD] **Date** Monday, March 03, 2014 1:38 PM
To Eklund, David [IWD]
Cc

I have asked them to include you in this discussion.

From: Cummings, Brandie [IWD]
Sent: Monday, March 03, 2014 1:36 PM
To: O'Brien, Carie [IWD]; Wilkinson, Michael [IWD]
Subject: FW: Scanning error by Tax

We need to talk a little bit more about this in person (too hard to explain in email) to get all of us on the same page. Amy started asking me today – Is it absolutely necessary for us to deposit benefits checks through Opex? I wrote down some more detailed information from Amy on why she feels like it is somewhat a waste of our time AND Stephanie’s time to deposit benefits checks through Opex. Additionally, I have some critical balancing questions I have tried to ask people over in finance/department of treasurer before and never really got an answer.

It won't be too tough for me to explain or you to understand if we could set up a time to discuss.
Brandie

From: Reed, Amy [IWD]
Sent: Monday, March 03, 2014 12:09 PM
To: Cummings, Brandie [IWD]
Subject: RE: Scanning error by Tax

I got all the info Stephanie could give me. It was mostly the copies of checks I gave her when Benefits didn't balance (these are not items she is researching to see what was mis-keyed, these are items she has never received a DAN notice on to show that the bank made corrections. These are all mis-keyed items. The dates range from November of last year to current so this is not a recent flood of mistakes. I began researching who made the errors. I found one from Laina and one from Tyler that were outright bad mistakes and decided it would be a colossal waste of time to look them all up.
Two of the payments has the cent amount mis keyed as zero due to very sloppy writing.

Amy Reed

Iowa Workforce Development | 1000 E Grand | Des Moines, IA 50319
Ph: 515-281-8096 Fax: 515-242-5247
Amy.Reed@iwd.iowa.gov

From: Cummings, Brandie [IWD]
Sent: Monday, March 03, 2014 10:53 AM

To: Reed, Amy [IWD]
Subject: RE: Scanning error by Tax

Will you touch base with Stephanie about those two items, so we can research root cause of problem?

From: Reed, Amy [IWD]
Sent: Monday, March 03, 2014 10:47 AM
To: Cummings, Brandie [IWD]
Subject: RE: Scanning error by Tax

It will be impossible without a date or a batch.

Amy Reed

Iowa Workforce Development | 1000 E Grand | Des Moines, IA 50319
Ph: 515-281-8096 Fax: 515-242-5247
Amy.Reed@iwd.iowa.gov

From: Cummings, Brandie [IWD]
Sent: Monday, March 03, 2014 10:47 AM
To: Reed, Amy [IWD]
Subject: RE: Scanning error by Tax

I figured that. I think we need to look at checks...can you easily find them? No dates below, so will that be tough?

From: Reed, Amy [IWD]
Sent: Monday, March 03, 2014 10:45 AM
To: Cummings, Brandie [IWD]
Subject: RE: Scanning error by Tax

Brandie,
I'll get right on this.
Just FYI. These did not all just happen. In Steph's email she states these are old and she had been waiting to hear from the bank.

Amy Reed

Iowa Workforce Development | 1000 E Grand | Des Moines, IA 50319
Ph: 515-281-8096 Fax: 515-242-5247
Amy.Reed@iwd.iowa.gov

From: Cummings, Brandie [IWD]
Sent: Monday, March 03, 2014 10:12 AM
To: Wilkinson, Michael [IWD]; O'Brien, Carie [IWD]; Reed, Amy [IWD]
Subject: RE: Scanning error by Tax

To my knowledge, Amy had been checking every day to make sure the scanned totals match total provided by Stephanie. If the bank hasn't sent us a discrepancy yet, I would also like to see the copy of the checks. If there is no discrepancy from the bank, maybe the scanned total was correct; that would be the amount that was actually deposited.

One thing that could be happening is that whoever is reviewing the payment/applying the payment on the claims side is not looking at the correct amount of the check? We use the hand-written long-hand amount if there is a discrepancy with the short-hand amount. Or else, the check was scanned as wrong amount and potentially deposited as wrong amount, because we haven't received notice from the bank.

Amy, can you shed light on this?

From: Wilkinson, Michael [IWD]
Sent: Monday, March 03, 2014 9:54 AM
To: O'Brien, Carie [IWD]; Cummings, Brandie [IWD]
Subject: Fwd: Scanning error by Tax

What can we do about this?

Sent from my iPhone

Begin forwarded message:

From: "Eklund, David [IWD]" <David.Eklund@iwd.iowa.gov>
Date: March 3, 2014 at 8:35:50 AM CST
To: "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov>
Subject: FW: Scanning error by Tax

Apparently this has happened once or twice before, but never this many at once.
Some of these folks could be pretty upset. Just FYI

From: Khounlo, Nhoui [IWD]
Sent: Monday, March 03, 2014 8:21 AM
To: Eklund, David [IWD]
Subject: FW: Scanning error by Tax

From: Windust, Stephanie [IWD]
Sent: Monday, March 03, 2014 7:43 AM
To: Khounlo, Nhoui [IWD]
Subject: RE: Scanning error by Tax

I'll see what I can do.

From: Khounlo, Nhoui [IWD]
Sent: Monday, March 03, 2014 7:24 AM
To: Windust, Stephanie [IWD]
Subject: RE: Scanning error by Tax

Step, do you still had the checks? If you do I need to have all copies of the checks because when I set up and the claimant will upset about the overpayment and I need to have some prove from the bank. Thanks!!

From: Windust, Stephanie [IWD]
Sent: Friday, February 28, 2014 12:33 PM
To: Khounlo, Nhoui [IWD]
Subject: Scanning error by Tax

Nhoui,

[REDACTED] for [REDACTED] was scanned by tax as [REDACTED] for claimant [REDACTED]. Need to set up \$.50 overpayment. If you set up, please let me know which program you set up.

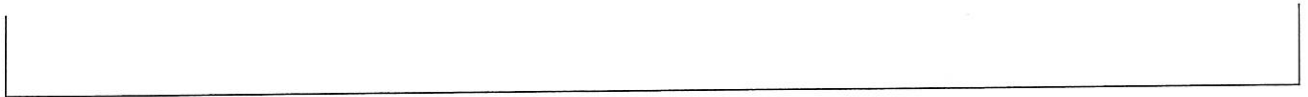
[REDACTED] for [REDACTED] was scanned by tax as [REDACTED] for [REDACTED]. Need to set up .60 overpayment. If you set up, please let me know which program you set up.

[REDACTED] for [REDACTED] was scanned by tax as [REDACTED] for claimant [REDACTED], Need to set up overpayment for \$5,336.10. Please let me know which program you set up.

[REDACTED] for [REDACTED] was scanned by tax as [REDACTED] for claimant [REDACTED]. Need to set up overpayment for \$100. Please let me know which program you set up.

Sorry to have taken so long, I've been waiting to see if the bank had caught these errors, so far I haven't seen anything come through Wells Fargo stating that the amounts scanned were incorrectly entered. If you have any questions, please call me.

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



Message: RE: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT [REDACTED] #01505 & 01506.jt

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:21 PM
Item ID: 40861631
Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|----------------------|---------------|---------------|
| 7/22/2014 9:01:41 AM | Reviewed | Koonce, Kerry |

Policies:

No Policies attached

RE: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT [REDACTED] #01505 & 01506.jt

From Wilkinson, Michael [IWD] **Date** Monday, March 03, 2014 1:44 PM
To Wahlert, Teresa [IWD]
Cc Hillary, Teresa [IWD]

The current temp is from Kerry's group. The two coming in tomorrow are temps.

From: Wahlert, Teresa [IWD]
Sent: Monday, March 03, 2014 1:46 PM
To: Wilkinson, Michael [IWD]
Cc: Hillary, Teresa [IWD]
Subject: Re: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

What about the others?

Sent from my iPad

On Mar 3, 2014, at 1:33 PM, "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov> wrote:

Yes, JoAnn and one of the Temps. We are planning to add two more tomorrow morning.

From: Wahlert, Teresa [IWD]
Sent: Monday, March 03, 2014 1:06 PM
To: Wilkinson, Michael [IWD]
Cc: Hillary, Teresa [IWD]; Timberland, James [IWD]
Subject: Re: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

Is Joann working on this? Cheryl? Anyone from kerry's group?

Sent from my iPad

On Mar 3, 2014, at 12:48 PM, "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov> wrote:

I have 5 people on it and I am still not satisfied with the progress. We are still about a month behind. I discovered a problem with the machine forcing staff to "double-key" some documents in validation. Martin got that fixed. I am looking at their processes with the team tomorrow morning. We picked up a lot of work from the peak load.

I will see if I can run down James' documents.

From: Hillary, Teresa [IWD]
Sent: Monday, March 03, 2014 11:20 AM
To: Wilkinson, Michael [IWD]
Cc: Wahler, Teresa [IWD]; Timberland, James [IWD]
Subject: FW: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

Mike,

How goes the scanning backlog. As you can see below, appeals continue to have ALJs who cannot hear and decide a case due to missing documents. Can you give me any ETA on scanning catch up so I can pass that information on the ALJs?

Thank you,
Teresa H

From: Timberland, James [IWD]
Sent: Monday, March 03, 2014 11:18 AM
To: Benson, Joni [IWD]
Cc: Hillary, Teresa [IWD]
Subject: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

Joni,

Please reschedule and send new notice. The 30-day deadline is 3/13/14. The 45-day deadline is 3/28/14.

These cases were set for 11 and 11:05 today.

The need for the reschedule is based exclusively on the backlog in scanning supporting documents onto the agency's server. The issue in the first case deductibility of vacation pay. I cannot decide that type of case without the supp docs, since the info the employer provided at the lower level, and timeliness of that information, are factors the law requires me to consider when deciding the case. The second case is the related overpayment. The outcome of the second case hinges on what happens with the first.

Thanks.

James

Message: RE: constituent

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: 40862513
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ **RE: constituent**

From Koonce, Kerry [IWD] **Date** Wednesday, March 26, 2014 4:26 PM
To Hughes, Ann [IGOV]
Cc Wallace, Edward [IWD]

I'm working on this one. She's got an overpayment and she didn't show up for a required class.

Kerry Koonce, CPM
Division Administrator, Communications & Labor Market Information
Iowa Workforce Development
1000 East Grand Avenue
Des Moines, IA 50319
T: 515-281-9646
F: 515-281-4698
C: 515-681-2230

From: Hughes, Ann [IGOV]
Sent: Wednesday, March 26, 2014 1:05 PM
To: Koonce, Kerry [IWD]
Cc: Wallace, Edward [IWD]
Subject: constituent

Hi Kerry,

A constituent named [REDACTED] called our office today, very upset because she feels she is not getting the proper assistance and help she needs. She is very upset, can you reach out to her today? She is having issues collecting her unemployment and has some health concerns related to the job. Her phone number is [REDACTED] If you have any questions please let me know.

Thanks,
Ann

Ann Hughes
Administrative Assistant
Office of Governor Terry E. Branstad
515-725-3518
Ann.hughes@iowa.gov

Message: RE: Online reporting-weekly claim/IVR

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:46 PM
 Item ID: 40862123
 Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|----------------------|---------------|---------------|
| 7/22/2014 9:02:14 AM | Reviewed | Koonce, Kerry |

Policies:

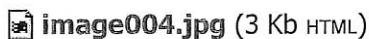
No Policies attached

RE: Online reporting-weekly claim/IVR

From Wilkinson, Michael [IWD] **Date** Monday, March 10, 2014 9:45 AM

To Hammond, Simona [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]

Cc Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]

 (3 Kb HTML)  (3 Kb HTML)

Simona, would you call them back and see how they were responding and get that to Dave Gannon and Chuks in the next 30 minutes? Thank you.

From: Hammond, Simona [IWD]
Sent: Monday, March 10, 2014 9:13 AM
To: Gomez, Carmen [IWD]; Gannon, David [IWD]
Cc: Moen, Martin [IWD]; Tobis, Shelli [IWD]; Bateman, Gary [IWD]; Koonce, Kerry [IWD]; Wilkinson, Michael [IWD]; Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]
Subject: RE: Online reporting-weekly claim/IVR



From: Gomez, Carmen [IWD]
Sent: Monday, March 10, 2014 9:06 AM
To: Gannon, David [IWD]
Cc: Hammond, Simona [IWD]; Moen, Martin [IWD]; Tobis, Shelli [IWD]; Bateman, Gary [IWD]; Koonce, Kerry [IWD]; Wilkinson, Michael [IWD]; Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]
Subject: FW: Online reporting-weekly claim/IVR
Importance: High

Dave – are you working on this or Shelli and do you need this information?

Both IVR and online are having the same issues not letting claimants file.

If you need this information – I will have Simona provide you with what you need ASAP – please let us know.

Thank you,

Carmen Gomez

Customer Service Bureau Chief
Iowa Workforce Development
1000 E Grand Avenue | Des Moines, IA | 50319
Phone: 515-281-5981 | 515-720-4686 | Fax: 515-281-4698

From: Tobis, Shelli [IWD]
Sent: Monday, March 10, 2014 9:01 AM
To: Hammond, Simona [IWD]; IWD-HelpDesk
Cc: Martin Moen; Gomez, Carmen [IWD]
Subject: RE: Online reporting-weekly claim

Do you have some examples that we can turn over to our developers: e.g. claimants name and ssn and the week / dates / that are the problem? Contact information would be helpful too.

Shelli

From: Hammond, Simona [IWD]
Sent: Monday, March 10, 2014 8:40 AM
To: IWD-HelpDesk
Cc: Martin Moen; Gomez, Carmen [IWD]
Subject: Online reporting-weekly claim

Good Morning,

I had several calls this morning where the claimants did the weekly reporting online and it did not go through. They indicated it lets them file and then when they log out and log back in the week is not

there. I know the VRU is down but apparently online reporting does not work either.

Thank you,

Simona Hammond
Iowa Workforce Development
515-725-3764

Description:
Description:
titlegraphic

Message: RE: Online reporting-weekly claim/IVR**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:46 PM
 Item ID: 40862125
 Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|----------------------|---------------|---------------|
| 7/22/2014 9:02:14 AM | Reviewed | Koonce, Kerry |

Policies:


No Policies attached

✉ RE: Online reporting-weekly claim/IVR

From Wilkinson, Michael [IWD] **Date** Monday, March 10, 2014 9:52 AM

To Hammond, Simona [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]

Cc Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]

 (3 Kb HTML)  (3 Kb HTML)

Yes, thank you.

From: Hammond, Simona [IWD]
Sent: Monday, March 10, 2014 9:51 AM
To: Wilkinson, Michael [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]
Cc: Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]
Subject: RE: Online reporting-weekly claim/IVR

I ended up entering the weeks for all of them so I already know what their work status is for last week and how they answered the questions. I can put that in an email in a minute. Is that all that is needed?

From: Wilkinson, Michael [IWD]
Sent: Monday, March 10, 2014 9:45 AM
To: Hammond, Simona [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]

Cc: Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]

Subject: RE: Online reporting-weekly claim/IVR

Simona, would you call them back and see how they were responding and get that to Dave Gannon and Chuks in the next 30 minutes? Thank you.

From: Hammond, Simona [IWD]

Sent: Monday, March 10, 2014 9:13 AM

To: Gomez, Carmen [IWD]; Gannon, David [IWD]

Cc: Moen, Martin [IWD]; Tobis, Shelli [IWD]; Bateman, Gary [IWD]; Koonce, Kerry [IWD]; Wilkinson, Michael [IWD]; Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]

Subject: RE: Online reporting-weekly claim/IVR



From: Gomez, Carmen [IWD]

Sent: Monday, March 10, 2014 9:06 AM

To: Gannon, David [IWD]

Cc: Hammond, Simona [IWD]; Moen, Martin [IWD]; Tobis, Shelli [IWD]; Bateman, Gary [IWD]; Koonce, Kerry [IWD]; Wilkinson, Michael [IWD]; Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]

Subject: FW: Online reporting-weekly claim/IVR

Importance: High

Dave – are you working on this or Shelli and do you need this information?

Both IVR and online are having the same issues not letting claimants file.

If you need this information – I will have Simona provide you with what you need ASAP – please let us know.

Thank you,

Carmen Gomez

Customer Service Bureau Chief

Iowa Workforce Development

1000 E Grand Avenue | Des Moines, IA | 50319

Phone: 515-281-5981 | 515-720-4686 | Fax: 515-281-4698

From: Tobis, Shelli [IWD]

Sent: Monday, March 10, 2014 9:01 AM

To: Hammond, Simona [IWD]; IWD-HelpDesk

Cc: Martin Moen; Gomez, Carmen [IWD]
Subject: RE: Online reporting-weekly claim

Do you have some examples that we can turn over to our developers: e.g. claimants name and ssn and the week / dates / that are the problem? Contact information would be helpful too.

Shelli

From: Hammond, Simona [IWD]
Sent: Monday, March 10, 2014 8:40 AM
To: IWD-HelpDesk
Cc: Martin Moen; Gomez, Carmen [IWD]
Subject: Online reporting-weekly claim

Good Morning,

I had several calls this morning where the claimants did the weekly reporting online and it did not go through. They indicated it lets them file and then when they log out and log back in the week is not there. I know the VRU is down but apparently online reporting does not work either.

Thank you,

Simona Hammond
Iowa Workforce Development
515-725-3764

| |
|--|
| <input checked="" type="checkbox"/> Description: Description: titlegraphic |
|--|

Message: RE: Online reporting-weekly claim/IVR

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: 40862147
 Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|----------------------|---------------|---------------|
| 7/22/2014 9:02:14 AM | Reviewed | Koonce, Kerry |

Policies:

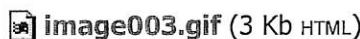

No Policies attached

RE: Online reporting-weekly claim/IVR

From Wilkinson, Michael [IWD] **Date** Monday, March 10, 2014 10:08 AM

To Hammond, Simona [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]

Cc Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]; Nwizu, Hyginus [IWD]

 (3 Kb HTML)  (3 Kb HTML)

Thank you Simona.

Dave and Chuks, I will stop up in a couple hours to see how it is going.

From: Hammond, Simona [IWD]
Sent: Monday, March 10, 2014 10:05 AM
To: Wilkinson, Michael [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]
Cc: Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]
Subject: RE: Online reporting-weekly claim/IVR

[REDACTED]

- Work status: laid off, no earnings for w/e 03/08/14

[REDACTED]

- No work, no wages, vacation, holiday or pension;

- Able and available –yes; job refusal – no; 2 in person job contacts;

[REDACTED]

- Temporary layoff ;, no earnings;
- Able and available-Yes ; job refusal – no;

[REDACTED]

- Temporary layoff ; no earnings;
- Able and available-Yes ; job refusal – no;

[REDACTED]

- Temporary layoff ; no earnings;
- Able and available-Yes ; job refusal – no;

From: Wilkinson, Michael [IWD]
Sent: Monday, March 10, 2014 9:52 AM
To: Hammond, Simona [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]
Cc: Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]
Subject: RE: Online reporting-weekly claim/IVR

Yes, thank you.

From: Hammond, Simona [IWD]
Sent: Monday, March 10, 2014 9:51 AM
To: Wilkinson, Michael [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]
Cc: Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]
Subject: RE: Online reporting-weekly claim/IVR

I ended up entering the weeks for all of them so I already know what their work status is for last week and how they answered the questions. I can put that in an email in a minute. Is that all that is needed?

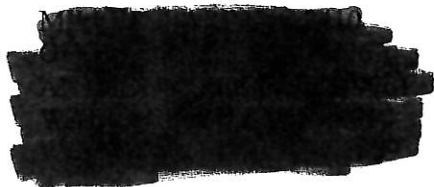
From: Wilkinson, Michael [IWD]
Sent: Monday, March 10, 2014 9:45 AM
To: Hammond, Simona [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]
Cc: Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]
Subject: RE: Online reporting-weekly claim/IVR

Simona, would you call them back and see how they were responding and get that to Dave Gannon and Chuks in the next 30 minutes? Thank you.

From: Hammond, Simona [IWD]
Sent: Monday, March 10, 2014 9:13 AM
To: Gomez, Carmen [IWD]; Gannon, David [IWD]
Cc: Moen, Martin [IWD]; Tobis, Shelli [IWD]; Bateman, Gary [IWD]; Koonce, Kerry [IWD]; Wilkinson, Michael [IWD]; Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda

[IWD]; West, Ryan [IWD]

Subject: RE: Online reporting-weekly claim/IVR



From: Gomez, Carmen [IWD]

Sent: Monday, March 10, 2014 9:06 AM

To: Gannon, David [IWD]

Cc: Hammond, Simona [IWD]; Moen, Martin [IWD]; Tobis, Shelli [IWD]; Bateman, Gary [IWD]; Koonce, Kerry [IWD]; Wilkinson, Michael [IWD]; Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]

Subject: FW: Online reporting-weekly claim/IVR

Importance: High

Dave – are you working on this or Shelli and do you need this information?

Both IVR and online are having the same issues not letting claimants file.

If you need this information – I will have Simona provide you with what you need ASAP – please let us know.

Thank you,

Carmen Gomez

Customer Service Bureau Chief

Iowa Workforce Development

1000 E Grand Avenue | Des Moines, IA | 50319

Phone: 515-281-5981 | 515-720-4686 | Fax: 515-281-4698

From: Tobis, Shelli [IWD]

Sent: Monday, March 10, 2014 9:01 AM

To: Hammond, Simona [IWD]; IWD-HelpDesk

Cc: Martin Moen; Gomez, Carmen [IWD]

Subject: RE: Online reporting-weekly claim

Do you have some examples that we can turn over to our developers: e.g. claimants name and ssn and the week / dates / that are the problem? Contact information would be helpful too.

Shelli

From: Hammond, Simona [IWD]

Sent: Monday, March 10, 2014 8:40 AM

To: IWD-HelpDesk

Cc: Martin Moen; Gomez, Carmen [IWD]
Subject: Online reporting-weekly claim

Good Morning,

I had several calls this morning where the claimants did the weekly reporting online and it did not go through. They indicated it lets them file and then when they log out and log back in the week is not there. I know the VRU is down but apparently online reporting does not work either.

Thank you,

Simona Hammond
Iowa Workforce Development
515-725-3764

| |
|--|
| <input checked="" type="checkbox"/> Description: Description: titlegraphic |
|--|

Message: RE: Online reporting-weekly claim/IVR

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: 40862148
 Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|----------------------|---------------|---------------|
| 7/22/2014 9:02:14 AM | Reviewed | Koonce, Kerry |

Policies:



No Policies attached

RE: Online reporting-weekly claim/IVR

From Wilkinson, Michael [IWD] **Date** Monday, March 10, 2014 10:10 AM

To Hammond, Simona [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]

Cc Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]

 (3 Kb HTML)  (3 Kb HTML)

BTW, after you do the manual entry, does the week display for the claimant to try again? Or does it completely process?

From: Hammond, Simona [IWD]
Sent: Monday, March 10, 2014 10:05 AM
To: Wilkinson, Michael [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]
Cc: Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]
Subject: RE: Online reporting-weekly claim/IVR

- Work status: laid off, no earnings for w/e 03/08/14

- No work, no wages, vacation, holiday or pension;
- Able and available –yes; job refusal – no; 2 in person job contacts;

- [REDACTED]
- Temporary layoff ; no earnings;
 - Able and available-Yes ; job refusal – no;

- [REDACTED]
- Temporary layoff ; no earnings;
 - Able and available-Yes ; job refusal – no;

- [REDACTED]
- Temporary layoff ; no earnings;
 - Able and available-Yes ; job refusal – no;

From: Wilkinson, Michael [IWD]
Sent: Monday, March 10, 2014 9:52 AM
To: Hammond, Simona [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]
Cc: Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]
Subject: RE: Online reporting-weekly claim/IVR

Yes, thank you.

From: Hammond, Simona [IWD]
Sent: Monday, March 10, 2014 9:51 AM
To: Wilkinson, Michael [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]
Cc: Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]
Subject: RE: Online reporting-weekly claim/IVR

I ended up entering the weeks for all of them so I already know what their work status is for last week and how they answered the questions. I can put that in an email in a minute. Is that all that is needed?

From: Wilkinson, Michael [IWD]
Sent: Monday, March 10, 2014 9:45 AM
To: Hammond, Simona [IWD]; Gomez, Carmen [IWD]; Gannon, David [IWD]
Cc: Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]
Subject: RE: Online reporting-weekly claim/IVR

Simona, would you call them back and see how they were responding and get that to Dave Gannon and Chuks in the next 30 minutes? Thank you.

From: Hammond, Simona [IWD]
Sent: Monday, March 10, 2014 9:13 AM
To: Gomez, Carmen [IWD]; Gannon, David [IWD]
Cc: Moen, Martin [IWD]; Tobis, Shelli [IWD]; Bateman, Gary [IWD]; Koonce, Kerry [IWD]; Wilkinson, Michael [IWD]; Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]

Subject: RE: Online reporting-weekly claim/IVR



From: Gomez, Carmen [IWD]

Sent: Monday, March 10, 2014 9:06 AM

To: Gannon, David [IWD]

Cc: Hammond, Simona [IWD]; Moen, Martin [IWD]; Tobis, Shelli [IWD]; Bateman, Gary [IWD]; Koonce, Kerry [IWD]; Wilkinson, Michael [IWD]; Roovaart, Michelle [IWD]; Cooper, Renee [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]

Subject: FW: Online reporting-weekly claim/IVR

Importance: High

Dave – are you working on this or Shelli and do you need this information?

Both IVR and online are having the same issues not letting claimants file.

If you need this information – I will have Simona provide you with what you need ASAP – please let us know.

Thank you,

Carmen Gomez

Customer Service Bureau Chief

Iowa Workforce Development

1000 E Grand Avenue | Des Moines, IA | 50319

Phone: 515-281-5981 | 515-720-4686 | Fax: 515-281-4698

From: Tobis, Shelli [IWD]

Sent: Monday, March 10, 2014 9:01 AM

To: Hammond, Simona [IWD]; IWD-HelpDesk

Cc: Martin Moen; Gomez, Carmen [IWD]

Subject: RE: Online reporting-weekly claim

Do you have some examples that we can turn over to our developers: e.g. claimants name and ssn and the week / dates / that are the problem? Contact information would be helpful too.

Shelli

From: Hammond, Simona [IWD]

Sent: Monday, March 10, 2014 8:40 AM

To: IWD-HelpDesk

Cc: Martin Moen; Gomez, Carmen [IWD]

Subject: Online reporting-weekly claim

Good Morning,

I had several calls this morning where the claimants did the weekly reporting online and it did not go through. They indicated it lets them file and then when they log out and log back in the week is not there. I know the VRU is down but apparently online reporting does not work either.

Thank you,

Simona Hammond
Iowa Workforce Development
515-725-3764

| |
|--|
| <input checked="" type="checkbox"/> Description: Description: titlegraphic |
|--|

Message: FW: 03053.I 4/11 @ 1pm empl wants a rehearing

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:56 PM
 Item ID: 40860850
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

FW: 03053.I 4/11 @ 1pm empl wants a rehearing

From Lewis, Devon [IWD] **Date** Wednesday, April 17, 2013 1:49 PM
To Hillary, Teresa [IWD]
Cc

FYI - Another lack of written message issue.

From: Lewis, Devon [IWD]
Sent: Wednesday, April 17, 2013 1:47 PM
To: Oatts, Sandra [IWD]
Subject: RE: 03053.I 4/11 @ 1pm empl wants a rehearing

Ok thanks for looking. It's important to have these communications in writing so we can put them in the file and refer to them if necessary.

From: Oatts, Sandra [IWD]
Sent: Wednesday, April 17, 2013 1:44 PM
To: Lewis, Devon [IWD]
Subject: RE: 03053.I 4/11 @ 1pm empl wants a rehearing

I can not find it.
Sorry

From: Lewis, Devon [IWD]
Sent: Wednesday, April 17, 2013 1:12 PM
To: Oatts, Sandra [IWD]
Subject: FW: 03053.I 4/11 @ 1pm empl wants a rehearing

Would you please forward a copy of a message you sent me? I simply don't recall this. It'd be nice to recall before I decide what to do.
Devon

From: Lewis, Devon [IWD]
Sent: Wednesday, April 17, 2013 1:11 PM
To: Ziegler, Vanessa [IWD]
Subject: RE: 03053.I 4/11 @ 1pm empl wants a rehearing

Ok thanks. I don't recall that but if it's not in writing my brain does not retain well. ;-) I'll ask her if she sent something in writing.

From: Ziegler, Vanessa [IWD]
Sent: Wednesday, April 17, 2013 12:16 PM
To: Lewis, Devon [IWD]
Subject: RE: 03053.I 4/11 @ 1pm empl wants a rehearing

SANDY SAID THAT SHE TALKED TO YOU ABOUT THIS SHE TOOK THE CALL

From: Lewis, Devon [IWD]
Sent: Wednesday, April 17, 2013 9:35 AM
To: Ziegler, Vanessa [IWD]
Subject: RE: 03053.I 4/11 @ 1pm empl wants a rehearing

Ok thanks for checking around. I'll leave this to the board since the decision is out and no one recalls this. I don't recall any other parties having a problem with the weather.

From: Ziegler, Vanessa [IWD]
Sent: Wednesday, April 17, 2013 6:17 AM
To: Lewis, Devon [IWD]
Subject: RE: 03053.I 4/11 @ 1pm empl wants a rehearing

Every one said no I will have to ask sandy this morning because she left early yesterday

From: Lewis, Devon [IWD]
Sent: Tuesday, April 16, 2013 2:41 PM
To: Ziegler, Vanessa [IWD]
Subject: RE: 03053.I 4/11 @ 1pm empl wants a rehearing

Did anyone recall speaking with the E on Thursday or Friday?

From: Ziegler, Vanessa [IWD]
Sent: Monday, April 15, 2013 3:56 PM
To: Lewis, Devon [IWD]
Subject: 03053.I 4/11 @ 1pm empl wants a rehearing

the empl said he talked to someone last Thursday or Friday and they told him to fax in a statement saying why they couldn't do the hearing and he said it was because they had a big snow storm and he would like a rehearing I told him you already did a decision and you may say send to the board just let me know if you want me to send to the board and I will scan you a copy of his statement

APPEAL#: 13 A UI 03053 [REDACTED]
HEARING: 04/11/2013 01:00 PM ALJ: L

CLAIMANT - SCREEN 1:
SEIVERT, BRUCE, A 254 712 754 3315

EMPLOYER - SCREEN 1:
IOWA DRYING & PROCESSING 000 000 0000
JIM WIERSMA 011 712 754 5012
KEN DETTERS 011 712 754 5011

Message: RE: 03053.I 4/11 @ 1pm empl wants a rehearing**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:56 PM
 Item ID: 40860852
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ RE: 03053.I 4/11 @ 1pm empl wants a rehearing

From Lewis, Devon [IWD] **Date** Wednesday, April 17, 2013 2:20 PM
To Hillary, Teresa [IWD]
Cc

She may have – I just have no glimmer of it and I can't find it in my e-mails. Messages by IM are not as reliable as messages by e-mail.

From: Hillary, Teresa [IWD]
Sent: Wednesday, April 17, 2013 1:50 PM
To: Lewis, Devon [IWD]
Subject: RE: 03053.I 4/11 @ 1pm empl wants a rehearing

She came in to tell me this right before you wrote me. She thought she had something in writing. I'll bring it up again at the next staff meeting.

From: Lewis, Devon [IWD]
Sent: Wednesday, April 17, 2013 1:49 PM
To: Hillary, Teresa [IWD]
Subject: FW: 03053.I 4/11 @ 1pm empl wants a rehearing

FYI - Another lack of written message issue.

From: Lewis, Devon [IWD]
Sent: Wednesday, April 17, 2013 1:47 PM
To: Oatts, Sandra [IWD]
Subject: RE: 03053.I 4/11 @ 1pm empl wants a rehearing

Ok thanks for looking. It's important to have these communications in writing so we can put them in the file and refer to them if necessary.

From: Oatts, Sandra [IWD]
Sent: Wednesday, April 17, 2013 1:44 PM
To: Lewis, Devon [IWD]
Subject: RE: 03053.I 4/11 @ 1pm empl wants a rehearing

I can not find it.
 Sorry

From: Lewis, Devon [IWD]
Sent: Wednesday, April 17, 2013 1:12 PM
To: Oatts, Sandra [IWD]
Subject: FW: 03053.I 4/11 @ 1pm empl wants a rehearing

Would you please forward a copy of a message you sent me? I simply don't recall this. It'd be nice to recall before I decide what to do.

Devon

From: Lewis, Devon [IWD]
Sent: Wednesday, April 17, 2013 1:11 PM
To: Ziegler, Vanessa [IWD]
Subject: RE: 03053.I 4/11 @ 1pm empl wants a rehearing

Ok thanks. I don't recall that but if it's not in writing my brain does not retain well. ;-) I'll ask her if she sent something in writing.

From: Ziegler, Vanessa [IWD]
Sent: Wednesday, April 17, 2013 12:16 PM
To: Lewis, Devon [IWD]
Subject: RE: 03053.I 4/11 @ 1pm empl wants a rehearing

SANDY SAID THAT SHE TALKED TO YOU ABOUT THIS SHE TOOK THE CALL

From: Lewis, Devon [IWD]
Sent: Wednesday, April 17, 2013 9:35 AM
To: Ziegler, Vanessa [IWD]
Subject: RE: 03053.I 4/11 @ 1pm empl wants a rehearing

Ok thanks for checking around. I'll leave this to the board since the decision is out and no one recalls this. I don't recall any other parties having a problem with the weather.

From: Ziegler, Vanessa [IWD]
Sent: Wednesday, April 17, 2013 6:17 AM
To: Lewis, Devon [IWD]
Subject: RE: 03053.I 4/11 @ 1pm empl wants a rehearing

Every one said no I will have to ask sandy this morning because she left early yesterday

From: Lewis, Devon [IWD]
Sent: Tuesday, April 16, 2013 2:41 PM
To: Ziegler, Vanessa [IWD]
Subject: RE: 03053.I 4/11 @ 1pm empl wants a rehearing

Did anyone recall speaking with the E on Thursday or Friday?

From: Ziegler, Vanessa [IWD]
Sent: Monday, April 15, 2013 3:56 PM
To: Lewis, Devon [IWD]
Subject: 03053.I 4/11 @ 1pm empl wants a rehearing

the empl said he talked to someone last Thursday or Friday and they told him to fax in a statement saying why they couldn't do the hearing and he said it was because they had a big snow storm and he would like a rehearing I told him you already did a decision and you may say send to the board just let me know if you want me to send to the board and I will scan you a copy of his statement

APPEAL#: 13 A UI 03053 [REDACTED]
HEARING: 04/11/2013 01:00 PM AL: L

CLAIMANT - SCREEN 1:
SEIVERT, BRUCE, A 254 712 754 3315

EMPLOYER - SCREEN 1:
IOWA DRYING & PROCCESING 000 000 0000
JIM WIERSMA 011 712 754 5012
KEN DETTERS 011 712 754 5011

Message: RE: 10282.L cl called in about decision

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:56 PM
 Item ID: 40860854
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: 10282.L cl called in about decision

From Lewis, Devon [IWD] **Date** Friday, April 19, 2013 11:31 AM
To Anderson, Donnell [IWD]; Walsh, Joseph [IWD]
Cc Ziegler, Vanessa [IWD]; Hillary, Teresa [IWD]

I told them at the hrg that it would be up to a month because of the amount of exhibits and testimony. If he calls again, please remind him of that. He's in pay status. I will be working on that after two files due on 4/28 that I am working on now. All other decisions are done.

From: Anderson, Donnell [IWD]
Sent: Friday, April 19, 2013 11:20 AM
To: Lewis, Devon [IWD]; Walsh, Joseph [IWD]; Anderson, Donnell [IWD]
Subject: 10282.L cl called in about decision

APPEAL#: 12 A UI 10282 [REDACTED]
 HEARING: 03/28/2013 01:00 PM ALJ: L

CLAIMANT - SCREEN 1:
 GONZALEZ, MAX 194 319 333 2613

EMPLOYER - SCREEN 1:
 IOWA CITY COFFEE COMPANY 000 000 0000
 ANGELA WINNIKE 227 319 321 9827
 DAVID CRONBAUGH 227 319 351 8181
 KIRSTEN FREY (ATTNY) 129 319 351 8181
 PAUL CORK 227 319 331 3598
 RANDY WALTER 277 319 351 8181

Message: scheduled tomorrow during regular health-related appointments on Wednesday afternoons

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:56 PM
 Item ID: 40860855
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ scheduled tomorrow during regular health-related appointments on Wednesday afternoons

From Lewis, Devon [IWD] **Date** Tuesday, April 23, 2013 8:49 AM
To Benson, Joni [IWD]
Cc Hillary, Teresa [IWD]; Walsh, Joseph [IWD]

Both have already been PP once. Lopez is appellant and has not called in yet. No exhibits for either. Is there anyone that can handle these so they don't get PP again? I can possibly handle Lopez depending on when my appointment is done. Broderson is scheduled at the same time as my appointment.

APPEAL CASE PHONE NUMBERS 08:35:37 04/23/2013
 APPEAL#: 13 A UI 02883 [REDACTED]
 HEARING: 04/24/2013 01:00 PM ALJ: L

CLAIMANT - SCREEN 1:
 BRODERSEN, KRISTIN, G 218 515 681 5935
 RICHARD MUELLER 218 515 681 9205

EMPLOYER - SCREEN 1:
 MARRIOTT HOTEL SERVICES I 000 000 0000

APPEAL CASE PHONE NUMBERS 08:37:28 04/23/2013
 APPEAL#: 13 A UI 02638 [REDACTED]
 HEARING: 04/24/2013 02:00 PM ALJ: L

CLAIMANT - SCREEN 1:
 LOPEZ AGUILAR, JUAN, A 000 000 0000

EMPLOYER - SCREEN 1:
 FARMLAND FOODS INC 000 000 0000
 1. TERRY BRIEZE 109 712 263 7396

tet

Dévon

Message: RE: scheduled tomorrow during regular health-related appointments on Wednesday afternoons

Case Information:


Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:56 PM
 Item ID: 40860857
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE: scheduled tomorrow during regular health-related appointments on Wednesday afternoons**

From Lewis, Devon [IWD] **Date** Tuesday, April 23, 2013 8:54 AM
To Hillary, Teresa [IWD]
Cc

Yes, it's on share point. You already have hrgs, don't you?

From: Hillary, Teresa [IWD]
Sent: Tuesday, April 23, 2013 8:53 AM
To: Lewis, Devon [IWD]; Benson, Joni [IWD]
Cc: Walsh, Joseph [IWD]
Subject: RE: scheduled tomorrow during regular health-related appointments on Wednesday afternoons

I can take those. Do you have your apt on share point so that Joni sees it when she is scheduling?

From: Lewis, Devon [IWD]
Sent: Tuesday, April 23, 2013 8:49 AM
To: Benson, Joni [IWD]
Cc: Hillary, Teresa [IWD]; Walsh, Joseph [IWD]
Subject: scheduled tomorrow during regular health-related appointments on Wednesday afternoons

Both have already been PP once. Lopez is appelland and has not called in yet. No exhibits for either. Is there anyone that can handle these so they don't get PP again? I can possibly handle Lopez depending on when my appointment is done. Broderon is scheduled at the same time as my appointment.

APPEAL CASE PHONE NUMBERS 08:35:37 04/23/2013
 APPEAL#: 13 A UI 02883 [REDACTED]
 HEARING: 04/24/2013 01:00 PM ALJ: L

CLAIMANT - SCREEN 1:
 BRODERSEN, KRISTIN, G 218 515 681 5935
 RICHARD MUELLER 218 515 681 9205

EMPLOYER - SCREEN 1:
 MARRIOTT HOTEL SERVICES I 000 000 0000

APPEAL CASE PHONE NUMBERS 08:37:28 04/23/2013
 APPEAL#: 13 A UI 02638 [REDACTED]
 HEARING: 04/24/2013 02:00 PM ALJ: L

CLAIMANT - SCREEN 1:

LOPEZ AGUILAR, JUAN, A 000 000 0000

EMPLOYER - SCREEN 1:

FARMLAND FOODS INC 000 000 0000

1. TERRY BRIEZE 109 712 263 7396

tet

Devon

Message: RE: scheduled tomorrow during regular health-related appointments on Wednesday afternoons

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:57 PM
 Item ID: 40860866
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE: scheduled tomorrow during regular health-related appointments on Wednesday afternoons**

From Lewis, Devon [IWD] **Date** Wednesday, April 24, 2013 11:00 AM
To Benson, Joni [IWD]
Cc Hillary, Teresa [IWD]

Thanks, Joni – we got it worked out and it looks like they'll be relatively easy ones – glad she didn't get my morning hearings! ;-)

From: Benson, Joni [IWD]
Sent: Wednesday, April 24, 2013 8:30 AM
To: Lewis, Devon [IWD]
Cc: Hillary, Teresa [IWD]; Walsh, Joseph [IWD]
Subject: RE: scheduled tomorrow during regular health-related appointments on Wednesday afternoons

Thanks Teresa for taking these hearings. Devon, my apologies, I didn't have it marked off in my schedule book. I also found the same problem on May 1st, but have moved that hearing already.

-Joni

From: Lewis, Devon [IWD]
Sent: Tuesday, April 23, 2013 8:49 AM
To: Benson, Joni [IWD]
Cc: Hillary, Teresa [IWD]; Walsh, Joseph [IWD]
Subject: scheduled tomorrow during regular health-related appointments on Wednesday afternoons

Both have already been PP once. Lopez is appellant and has not called in yet. No exhibits for

either. Is there anyone that can handle these so they don't get PP again? I can possibly handle Lopez depending on when my appointment is done. Broderson is scheduled at the same time as my appointment.

APPEAL CASE PHONE NUMBERS 08:35:37 04/23/2013
APPEAL#: 13 A UI 02883 [REDACTED]
HEARING: 04/24/2013 01:00 PM ALJ: L

CLAIMANT - SCREEN 1:
BRODERSEN, KRISTIN, G 218 515 681 5935
RICHARD MUELLER 218 515 681 9205

EMPLOYER - SCREEN 1:
MARRIOTT HOTEL SERVICES I 000 000 0000

APPEAL CASE PHONE NUMBERS 08:37:28 04/23/2013
APPEAL#: 13 A UI 02638 [REDACTED]
HEARING: 04/24/2013 02:00 PM ALJ: L

CLAIMANT - SCREEN 1:
LOPEZ AGUILAR, JUAN, A 000 000 0000

EMPLOYER - SCREEN 1:
FARMLAND FOODS INC 000 000 0000
1. TERRY BRIEZE 109 712 263 7396

tet

Devon

Message: Fwd: Scanning error by Tax

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:43 PM
 Item ID: 40862025
 Policy Action: Not Specified

Mark History:

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

Policies:

No Policies attached

Fwd: Scanning error by Tax

From Wilkinson, Michael [IWD] **Date** Monday, March 03, 2014 9:53 AM
To O'Brien, Carie [IWD]; Cummings, Brandie [IWD]
Cc

What can we do about this?

Sent from my iPhone

Begin forwarded message:

From: "Eklund, David [IWD]" <David.Eklund@iwd.iowa.gov>
Date: March 3, 2014 at 8:35:50 AM CST
To: "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov>
Subject: FW: Scanning error by Tax

Apparently this has happened once or twice before, but never this many at once. Some of these folks could be pretty upset. Just FYI

From: Khounlo, Nhoui [IWD]
Sent: Monday, March 03, 2014 8:21 AM
To: Eklund, David [IWD]
Subject: FW: Scanning error by Tax

From: Windust, Stephanie [IWD]
Sent: Monday, March 03, 2014 7:43 AM
To: Khounlo, Nhoui [IWD]
Subject: RE: Scanning error by Tax

I'll see what I can do.

From: Khounlo, Nhoui [IWD]
Sent: Monday, March 03, 2014 7:24 AM
To: Windust, Stephanie [IWD]
Subject: RE: Scanning error by Tax

Step, do you still had the checks? If you do I need to have all copies of the checks because when I set up and the claimant will upset about the overpayment and I need to have some prove from the bank. Thanks!!

From: Windust, Stephanie [IWD]
Sent: Friday, February 28, 2014 12:33 PM
To: Khounlo, Nhoui [IWD]
Subject: Scanning error by Tax

Nhoui,

Check [redacted] was scanned by tax as [redacted] for claimant [redacted] Need to set up \$.50 overpayment. If you

set up, please let me know which program you set up.

[REDACTED] for [REDACTED] was scanned by tax as [REDACTED] for Claimant [REDACTED]. Need to set up .60 overpayment. If you set up, please let me know which program you set up.

[REDACTED] was scanned by tax as [REDACTED] for claimant [REDACTED], Need to set up overpayment for \$5,336.10. Please let me know which program you set up.

[REDACTED] was scanned by tax as [REDACTED] for claimant [REDACTED]. Need to set up overpayment for \$100. Please let me know which program you set up.

Sorry to have taken so long, I've been waiting to see if the bank had caught these errors, so far I haven't seen anything come through Wells Fargo stating that the amounts scanned were incorrectly entered. If you have any questions, please call me.

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

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: 40862081
Policy Action: Not Specified

Mark History:

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

Policies:

No Policies attached

FW: [REDACTED]

From West, Ryan [IWD] **Date** Thursday, March 06, 2014 2:47 PM
To Koonce, Kerry [IWD]
Cc

image001.jpg (3 Kb HTML)

Claimant was denied benefits as of 9-2-12 because he was not A&A due to lack of child care. The ALJ that addressed the discharge separation remanded it down to us to address the A&A issue and we denied him. The claimant did appeal the A&A denial and it was affirmed by the ALJ decision dated 4-1-13. We then set up an overpayment for any benefits paid as of 9-2-12. The claimant appealed the overpayment and the ALJ affirmed it with the decision dated 7-8-13.

The claimant failed to participate in each of the hearings that were held on the A&A denial and the overpayment. Since he did not participate, the ALJ had no choice but to uphold the ruling.

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).]

Message: RE: CL [REDACTED] has overpayment balance that he tried to pay last year

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:48 PM
 Item ID: 40862166
 Policy Action: Not Specified

Mark History:

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

Policies:

No Policies attached

RE: CL [REDACTED] has overpayment balance that he tried to pay last year

From West, Ryan [IWD] **Date** Tuesday, March 11, 2014 8:50 AM
To Sanchez, Maria [IWD]
Cc Eklund, David [IWD]

image001.jpg (3 Kb HTML)

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

Description:
 titlegraphic

From: Sanchez, Maria [IWD]
Sent: Tuesday, March 11, 2014 8:38 AM
To: West, Ryan [IWD]
Subject: CL [REDACTED] has overpayment balance that he tried to pay last year

Spoke with the wife of [REDACTED] and she just received a garnishment notice for the \$100 he owes us. She is frustrated because she had tried to pay the overpayment in July of last year, and the original person she had spoken with about the overpayment was unhelpful and instead of cashing her check he kept it on his desk and started an appeal. Then she had called the appeals section and someone here said that we would stop the appeal and get the cash checked, but instead the CL still have the overpayment balance.
 Told her I would contact you to take care of this.

Thanks,

Maria Sanchez
 Iowa Workforce Development
 UI Appeals Bureau
 Ph: 515-281-3748
 Fax: 515-242-5144

Description:
 titlegraphic

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

Message: Fwd: Scanning error by Tax

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:43 PM
 Item ID: 40862025
 Policy Action: Not Specified

Mark History:

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

Policies:

No Policies attached

Fwd: Scanning error by Tax

From Wilkinson, Michael [IWD] **Date** Monday, March 03, 2014 9:53 AM
To O'Brien, Carie [IWD]; Cummings, Brandie [IWD]
Cc

What can we do about this?

Sent from my iPhone

Begin forwarded message:

From: "Eklund, David [IWD]" <David.Eklund@iwd.iowa.gov>
Date: March 3, 2014 at 8:35:50 AM CST
To: "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov>
Subject: FW: Scanning error by Tax

Apparently this has happened once or twice before, but never this many at once. Some of these folks could be pretty upset. Just FYI

From: Khounlo, Nhoui [IWD]
Sent: Monday, March 03, 2014 8:21 AM
To: Eklund, David [IWD]
Subject: FW: Scanning error by Tax

From: Windust, Stephanie [IWD]
Sent: Monday, March 03, 2014 7:43 AM
To: Khounlo, Nhoui [IWD]
Subject: RE: Scanning error by Tax

I'll see what I can do.

From: Khounlo, Nhoui [IWD]
Sent: Monday, March 03, 2014 7:24 AM
To: Windust, Stephanie [IWD]
Subject: RE: Scanning error by Tax

Step, do you still had the checks? If you do I need to have all copies of the checks because when I set up and the claimant will upset about the overpayment and I need to have some prove from the bank. Thanks!!

From: Windust, Stephanie [IWD]
Sent: Friday, February 28, 2014 12:33 PM
To: Khounlo, Nhoui [IWD]
Subject: Scanning error by Tax

Nhoui,

[REDACTED] was scanned by tax as [REDACTED] for claimant [REDACTED] Need to set up \$.50 overpayment. If you

set up, please let me know which program you set up.

[REDACTED] was scanned by [REDACTED] for Claimant [REDACTED]. Need to set up .60 overpayment. If you set up, please let me know which program you set up.

[REDACTED] was scanned by tax as [REDACTED] for claimant [REDACTED]. Need to set up overpayment for \$5,336.10. Please let me know which program you set up.

[REDACTED] was scanned by tax as [REDACTED] for claimant [REDACTED]. Need to set up overpayment for \$100. Please let me know which program you set up.

Sorry to have taken so long, I've been waiting to see if the bank had caught these errors, so far I haven't seen anything come through Wells Fargo stating that the amounts scanned were incorrectly entered. If you have any questions, please call me.

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

Message: [REDACTED] overpayment questions

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:48 PM
 Item ID: 40862162
 Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|----------------------|---------------|---------------|
| 7/22/2014 9:05:38 AM | Reviewed | Koonce, Kerry |

Policies:

No Policies attached

[REDACTED] overpayment questions

From Wise, Debra [IWD] **Date** Monday, March 10, 2014 10:08 PM

To Eklund, David [IWD]; Wood, Kirsten [IWD]

Cc Bervid, Joseph [IWD]

Dave,

After pouring over some support docs, I now understand why this CI is still considered overpaid \$2344. But, before I am comfortable writing a decision, I have a couple of questions. This is for ss [REDACTED]

First there are 2 determinations. Ref 03 dated 1-10-11. – held the cl overpaid \$4171 for benefits he received between 3-28-10 and 12/11/10 – based on wages he incorrectly earned with [REDACTED]

The second determination ref 06 dated 3-24-11 held the claimant overpaid \$2414 for benefits he received between 6-27-10 and 12/11-10 – again for failing to correctly report wages from the same employer. The PROBLEM – it appears the March 24, 2011 determination is AGAIN holding the cl overpaid for benefits for some of the Same weeks that Ref 03 addressed.

Documents the claimant sent to me weres from Iowa Courts Online – showing he paid \$4171 to IWD. Since the claimant was charged with Fraudulent Practice 3rd Degree – I would like to know if both determinations were considered by the court and if not –why not since the 3-24-11 determination considered weeks that the first determination had already included. The court case is 05771 FECR245187 (polk)

Any guidance you can provide would be appreciated since the claimant believes he satisfied the overpayment of benefits in the court case.

Again, thank you.

Deb Wise
 ALJ II

Message: RE: [REDACTED] overpayment questions

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:48 PM
 Item ID: 40862168
 Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|----------------------|---------------|---------------|
| 7/22/2014 9:05:38 AM | Reviewed | Koonce, Kerry |

Policies:

No Policies attached

RE: [REDACTED] overpayment questions

From Wise, Debra [IWD] **Date** Tuesday, March 11, 2014 8:57 AM
To Eklund, David [IWD]
Cc

And to complicate this matter ever more is the court case. This is the basis for the claimant's argument – he understood all weeks of overpayment had been addressed and resolved in the court case. Thanks for taking time to look into this matter.

From: Eklund, David [IWD]
Sent: Tuesday, March 11, 2014 8:53 AM
To: Wise, Debra [IWD]; Wood, Kirsten [IWD]
Cc: Bervid, Joseph [IWD]
Subject: RE: Charles Ruby overpayment questions

Deb,
 We are performing a "deep dive" into all of the weeks paid the claimant and the subsequent decisions. It does appear as if some of the weeks may have been accounted for in both decisions (and with different amounts of OP just to complicate things more). I will have a definitive answer for you shortly.
 In the weeks where the employer reported different amounts of earnings on two separate audits for the same weeks we will work with the lesser amounts.
 Thank you for your patience.
 Dave

From: Wise, Debra [IWD]
Sent: Monday, March 10, 2014 10:08 PM
To: Eklund, David [IWD]; Wood, Kirsten [IWD]
Cc: Bervid, Joseph [IWD]
Subject: [REDACTED] overpayment questions

Dave,
 After pouring over some support docs, I now understand why this CI is still considered overpaid \$2344. But, before I am comfortable writing a decision, I have a couple of questions. This is for ss # [REDACTED]

First there are 2 determinations. Ref 03 dated 1-10-11. – held the cl overpaid \$4171 for benefits he received between 3-28-10 and 12/11/10 – based on wages he incorrectly earned with [REDACTED]

The second determination ref 06 dated 3-24-11 held the claimant overpaid \$2414 for benefits he received between 6-27-10 and 12/11-10 – again for failing to correctly report wages from the same employer. The PROBLEM – it appears the March 24, 2011 determination is AGAIN holding the cl overpaid for benefits for some of the Same weeks that Ref 03 addressed.

Documents the claimant sent to me weres from Iowa Courts Online – showing he paid \$4171 to IWD. Since the claimant was charged with Fraudulent Practice 3rd Degree – I would like to know if both determinations were considered by the court and if not –why not since the 3-24-11 determination considered weeks that the first determination had already included. The court case is 05771 FECR245187 (polk)

Any guidance you can provide would be appreciated since the claimant believes he satisfied the overpayment of benefits in the court case.

Again, thank you.

Deb Wise
ALJ II

Message: RE: [REDACTED] overpayment questions**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:48 PM
 Item ID: 40862189
 Policy Action: Not Specified

Mark History:

| Date | Action Status | Reviewer |
|----------------------|---------------|---------------|
| 7/22/2014 9:05:38 AM | Reviewed | Koonce, Kerry |

Policies:

No Policies attached

☒ RE: [REDACTED] overpayment questions

From Wise, Debra [IWD] **Date** Tuesday, March 11, 2014 11:28 AM
To Eklund, David [IWD]
Cc

Thank you. I appreciate your prompt response in this matter. This clamant will be very happy.

Deb

From: Eklund, David [IWD]
Sent: Tuesday, March 11, 2014 11:25 AM
To: Wise, Debra [IWD]
Subject: RE: [REDACTED] overpayment questions

The more we looked the more we found some errors. We did discover that there were some unaccounted for FAC payments that should have been included in the case sent to Polk County. We are going to ignore those.

The short version:

Due to the amount of errors we are going to lower his current OP balance to zero. Mr. Ruby owes IWD nothing. We support his contention of settlement through the courts. We will issue ANDS 008 today releasing the hold on the IA tax refund. OP balance has been reduced to zero and a billing notice will go out next week reflecting the same.

Thanks for giving us the time to work through this!
 Dave

From: Wise, Debra [IWD]
Sent: Tuesday, March 11, 2014 8:57 AM
To: Eklund, David [IWD]
Subject: RE: [REDACTED] overpayment questions

And to complicate this matter ever more is the court case. This is the basis for the claimant's argument – he understood all weeks of overpayment had been addressed and resolved in the court case. Thanks for taking time to look into this matter.

From: Eklund, David [IWD]
Sent: Tuesday, March 11, 2014 8:53 AM
To: Wise, Debra [IWD]; Wood, Kirsten [IWD]
Cc: Bervid, Joseph [IWD]
Subject: RE: [REDACTED] overpayment questions

Deb,

We are performing a "deep dive" into all of the weeks paid the claimant and the subsequent decisions. It does appear as if some of the weeks may have been accounted for in both decisions (and with different amounts of OP just to complicate things more). I will have a definitive answer for you shortly.

In the weeks where the employer reported different amounts of earnings on two separate audits for the same weeks we will work with the lesser amounts.

Thank you for your patience.

Dave

From: Wise, Debra [IWD]
Sent: Monday, March 10, 2014 10:08 PM
To: Eklund, David [IWD]; Wood, Kirsten [IWD]
Cc: Bervid, Joseph [IWD]
Subject: [REDACTED] overpayment questions

Dave,

After pouring over some support docs, I now understand why this CI is still considered overpaid \$2344. But, before I am comfortable writing a decision, I have a couple of questions. This is for ss [REDACTED].

First there are 2 determinations. Ref 03 dated 1-10-11. – held the cl overpaid \$4171 for benefits he received between 3-28-10 and 12/11/10 – based on wages he incorrectly earned with [REDACTED]

The second determination ref 06 dated 3-24-11 held the claimant overpaid \$2414 for benefits he received between 6-27-10 and 12/11-10 – again for failing to correctly report wages from the same employer. The PROBLEM – it appears the March 24, 2011 determination is AGAIN holding the cl overpaid for benefits for some of the same weeks that Ref 03 addressed.

Documents the claimant sent to me weres from Iowa Courts Online – showing he paid \$4171 to IWD. Since the claimant was charged with Fraudulent Practice 3rd Degree – I would like to know if both determinations were considered by the court and if not –why not since the 3-24-11 determination considered weeks that the first determination had already included. The court case is 05771 FECR245187 (polk)

Any guidance you can provide would be appreciated since the claimant believes he satisfied the overpayment of benefits in the court case.

Again, thank you.

Deb Wise
ALJ II

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 | <u>33,725.05</u> |
| | \$ 821,135,791.86 |
| Deposit 02/04/14 | \$ 6,100,602.69 |
| Less Benefit Payment Withdrawal | <u>298,000.00</u> |
| Net Deposit / (Withdrawal) | <u>\$ 5,802,602.69</u> |
| 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: Information on UI Fraud

Case Information:

Message Type: Exchange
Message Direction: External, Outbound
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:21 PM
Item ID: 40861643
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Information on UI Fraud**

From Wahlert, Teresa [IWD]

Date
Tuesday, April
08, 2014 11:53
AM

To Andrew Conrad; Andy Roberts; 'bdotzler@athenet.net'; Caroline Hicks; Mitchell, David [DVRS]; Durham, Debi [IEDA]; Dee Vanderhoef; Dotzler, Bill [LEGIS]; Francis Giunta; Gary Steinke; Greer Sisson; Greg Lewis; Hanusa, Mary Ann [LEGIS]; 'ifl@iowaafficio.org'; John Krogman; Ken Sagar; Kenneth Anderson (anderson.k@mchsi.com); Norene Mostkoff; Robert Gilmore; Running-Marquardt, Kirsten [LEGIS]; Sally Falb; Chapman, Jake [LEGIS]; 'sovel@kirkwood.edu'; Stacey Andersen; Suzanne Kmet; Varner, Jeremy [IDOE]

Cc

 [UIFraudPrevention_04.08.14.doc](#) (305 Kb HTML)

IWD Board Members,

Attached is a news release issued today regarding IWD's new partnership for detecting and preventing UI fraud on the employer and claimant side. The US DOL is had a strong push over the last few years on fraud prevention and provided IWD with a grant to implement the technology.

Teresa Wahlert

Director
Iowa Workforce Development | 1000 E Grand | Des Moines, IA 50319
515-281-5365 | 515-281-4698 - fax
www.iowaworkforce.org

| | |
|---|--|
| NEWS RELEASE | For Statewide Distribution |
| | |
| For Immediate Release. | Contact: Kerry Koonce Telephone: 515-281-9646 |
| <p>Date: April 8, 2014</p> <p>Iowa Workforce Development Partners with Google/Pondera to Fight Unemployment Insurance Fraud</p> <p>DES MOINES - Iowa Workforce Development (IWD) has partnered with Pondera Solutions, a Google Enterprise Partner, to help detect and prevent improper unemployment insurance claims and State Unemployment Tax Avoidance (SUTA) schemes by employers. The partnership will further enhance IWD's abilities to detect fraud early and save millions of dollars for the State of Iowa.</p> <p>"Over the last three years, the US Department of Labor has placed an enhanced emphasis on fraud detection and prevention at the company and claimant level," indicated Iowa Workforce Development Director Teresa Wahlert. "The department pursued a UI Integrity grant opportunity with the US Department of Labor to secure special federal funding specifically for initiating the Pondera Solutions platform."</p> <p>The US Department of Labor (DOL) issued a formal unemployment insurance guidance letter stating the initiation of a 'National Effort to Reduce Improper Payments in the UI Program'. As a result, IWD secured \$550,000 to develop and implement the Google/Pondera Solutions option for Iowa. The Pondera Solutions platform provides IWD's investigators with an additional tool to investigate potential fraud regarding business scams and benefit payments. Once a potential case is identified and investigated, a hearing is held to provide due process to the party prior to benefits ceasing for an individual or the closure of an employee account.</p> <p>Unemployment insurance fraud is a serious issue costing states tens of millions a year by individuals filing fraudulent claims and criminals establishing shell companies to file fraudulent claims against. Recently, South Carolina and New Jersey have lost a combined \$50 million due to fraudulent claims filed with false social security numbers against pseudo companies established specifically to scam benefit payments. Iowa's success with the implementation of the Pondera Solutions platform has led states such as California to begin the process of implementing the same product.</p> <p>Iowa Workforce Development has begun the process of adding additional fraud investigators to the existing team to handle the increased number of cases being detected with the new system.</p> <p style="text-align: center;">###</p> <p style="text-align: center;">An Equal Opportunity Employer/Program Auxiliary aids and services are available upon request for individuals with disabilities.</p> <p style="text-align: center;">www.iowaworkforce.org • www.iowaworks.org • www.iowajobs.org</p> | |

Message: UI Appeals Monitoring Report

Case Information:

Message Type: Exchange
Message Direction: External, Outbound
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:21 PM
Item ID: 40861646
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **UI Appeals Monitoring Report**

From Wahlert, Teresa [IWD]

Date
Thursday, April
17, 2014 11:57
AM

To 'Andrew Conrad'; 'Andy Roberts'; 'bdotzler@athenet.net'; Caroline Hicks; Mitchell, David [DVRS]; Durham, Debi [IEDA]; 'Dee Vanderhoef'; Dotzler, Bill [LEGIS]; 'Francis Giunta'; 'Gary Steinke'; 'Greer Sisson'; 'Greg Lewis'; Hanusa, Mary Ann [LEGIS]; 'ifi@iowaaficio.org'; John Krogman; 'Ken Sagar'; Kenneth Anderson (anderson.k@mchsi.com); Norene Mostkoff; 'Robert Gilmore'; Running-Marquardt, Kirsten [LEGIS]; 'Sally Falb'; Chapman, Jake [LEGIS]; 'sovel@kirkwood.edu'; Stacey Andersen; Suzanne Kmet; Varner, Jeremy [IDOE]

Cc

 [UIAppeals_MonitoringReport_04.14.pdf](#) (66 Kb HTML)

IWD Board Members,

Attached is the UI Appeals Monitoring Report from US DOL's visit in March. I'm pleased to report that US DOL had no findings or areas of concern. This is a testament to the hard work from everyone in UI Appeals.

Teresa Wahlert

Director
Iowa Workforce Development | 1000 E Grand | Des Moines, IA 50319
515-281-5365 | 515-281-4698 - fax
www.iowaworkforce.org

- [Image 1](#)
 - [Image 2](#)
 - [Image 3](#)
-

Image 1

eta

UNITED STATES DEPARTMENT OF LABOR
EMPLOYMENT AND TRAINING ADMINISTRATION

Monitoring Report

Iowa Workforce Development

Unemployment Insurance Appeals

*Issued by the Chicago Regional Office
April 15, 2014*

Image 2

Unemployment Insurance Appeals – Iowa Workforce Development

eta UNITED STATES DEPARTMENT OF LABOR EMPLOYMENT AND TRAINING ADMINISTRATION

EXECUTIVE SUMMARY

The U.S. Department of Labor - Employment & Training Administration (USDOL/ETA) recently conducted a review of the Iowa Unemployment Insurance (UI) Appeals Operations. The purpose of the review was to evaluate the timeliness of processing of first level appeals in order to determine if the process is operating efficiently and in a manner that ensures optimal service to UI claimants and to employers.

No Findings or Areas of Concern were identified.

REVIEW SCOPE

Date of Review:
March 10-12, 2014

Site Visited:
UI Appeals Division, Iowa Workforce Development, Des Moines, IA

ETA Reviewers:

Betsy Schloesser, UI Program Specialist

Date of Exit Conference:

March 14, 2014

In Attendance:

Teresa Wahlert, Director
Teresa Hillary, Administrative Law Judge/Lead Worker
Devon Lewis, Administrative Law Judge/Lead Worker
Steve Wise, Administrative Law Judge/Lead Worker

The purpose of the review was to:

- ξ Assist the State in improving its UI Appeals program;
- ξ Make and analyze observations and findings about the administration of the Appeals operation;
- ξ Make suggestions and recommendations to improve the UI Appeals operation;
- ξ Provide objective information on current Appeals processing.

The goal of the review, as stated in ETA Review Guide for Lower Authority UI Appeals Operations, is to discover ways and means for continuous improvement in the administration of the UI Appellate process. The review included interviews with the three lead workers of UI Appeals; an analysis of the work processing (including a review of twenty case files); and an evaluation and discussion of detailed information provided, as requested, in the Appendix to the ETA Review Guide for Lower Authority UI Appeals Operations. The reviewer used the Review Guide and Appendix as the primary tool for conducting the review. This review did not include a review of the Appeals Division management above the Lead Workers of the UI Appeals process.

Subsequent to the monitoring visit, issues were raised that were outside the scope of the on-site review, which are being examined separate from this report.

Image 3

Unemployment Insurance Appeals – Iowa Workforce Development

eta UNITED STATES DEPARTMENT OF LABOR EMPLOYMENT AND TRAINING ADMINISTRATION

BACKGROUND and STATE PERFORMANCE RESULTS

Section 303(a) (3) of the Social Security Act, and Federal Regulations at 20 CFR 650.2, 650.3 and 650.4 require that State law provide the opportunity for a fair hearing before an impartial tribunal for all individuals whose claims for unemployment benefits are denied. The Lower Authority Appeals Division in each State provides for such administrative hearings as part of the Unemployment Insurance Program appellate process. Such hearings and decisions are, by Regulation, to be held and issued with the greatest promptness administratively feasible, which has been interpreted by the Secretary of Labor to mean 60% of such decisions are to be issued within 30 days of the date of appeal, and 80% within 45 days of such date.

RESULTS: For calendar year ending 12/31/13, Iowa was issuing 33.5% of decisions within 30 days and 76.2% of decisions within 45 days. Iowa does have a corrective action plan (CAP) in place for these measures as part of the FY 2014 State Quality Service Plan (SQSP). However, it is important to note that Iowa has met these measures since October 2013 and is currently meeting these measures.

Case aging reflects the workload that is still outstanding. Case aging is a Core Measure that establishes an expectation that the average age of pending appeals is no more than 30 days.

RESULTS: For calendar year ending 12/31/13, Iowa's case age average was 20.3 days. Iowa does have a CAP in place for this measure as part of the FY 2014 SQSP. However, it is

important to note that Iowa has met this measure since August 2013 and is currently meeting this measure.

The quality of lower authority appeals is a Core Measure that requires 80% of hearings to score 85% or higher upon review.

RESULTS: Iowa continues to meet this measure with 98.7% for calendar year 2013. The Iowa scores did not change significantly at the most recent Appeals Quality National Review in 2013 which reviewed a subsample of cases from calendar year 2012. At the review, a subsample of cases from all states is reviewed by a team of peers. Only one deficiency for "Attitude" was identified. "Attitude" indicates if the hearing officer made the necessary effort to put the parties at ease. It was noted as part of the 2013 Annual Appeals Review that parties could be confused about the appeal deadline because the cover page with the explanation references the "date below" in calculating the appeal period, with the date in question not listed until the last page of the decision. The wording on the cover page was fixed to alleviate confusion during the monitoring visit.

COMPLIANCE FINDINGS

N/A

- End of Report -

Message: FW: SIDES Presentation

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:43 PM
 Item ID: 40862007
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached




FW: SIDES Presentation

From Schippers, Denise [IWD]

Date
 Monday,
 March 03, 2014
 1:15 PM

To Andrade, Jennifer [IWD]; Becker, Robert [IWD]; Born, Kirstin [IWD]; Bowers, Sharon [IWD]; Cano, Gloria [IWD]; Davy, Anthony [IWD]; Ellenberger, Susan [IWD]; Fox, Debra [IWD]; Gardner, Dee [IWD]; Hodges-Harmon, Debra [IWD]; Holloway, Mark [IWD]; Immerfall, Craig [IWD]; Johnson, Theodore [IWD]; Loverink, Carla [IWD]; Marion, Sherri [IWD]; Miller, Faith [IWD]; Morgan, Carol [IWD]; Murad, Jonathan [IWD]; Murray, Peggy [IWD]; Nelson-Schoon, Catherine [IWD]; Noe, Brenda [IWD]; Rempfer, Doug [IWD]; Rivera, Ruby [IWD]; Rubero, Frank [IWD]; Sanchez, Arturo [IWD]; Stevens, Corey [IWD]; Vaughn, Sherri [IWD]; Waigand, Elizabeth [IWD]

Cc Adams, Lori [IWD]; Butcher, Marilyn [IWD]; Dawson, Annette [IWD]; Gray, Linda [IWD]; Jones, Marlys [IWD]; Loecke, Marla [IWD]; Mather, Scott [IWD]; McCann, Stephen [IWD]; Messerly, Sara [IWD]; Neri, Diane [IWD]; Rouse, Linda [IWD]; Slagle, Ronee [IWD]; Spencer, Todd [IWD]; Vega, Carlos [IWD]; Witt, Michael [IWD]

 [IA DOL SIDES Toolkit - Presentation - 9-23-13.ppt](#) (2702 Kb HTML)  [image005.gif](#) (3 Kb HTML)  [image006.jpg](#) (3 Kb HTML)

From Ryan West

From: West, Ryan [IWD]
Sent: Monday, March 03, 2014 9:48 AM
To: Schippers, Denise [IWD]
Cc: Adams, Lori [IWD]
Subject: SIDES Presentation

I didn't give you guys much last week so here is a better presentation that can be added. It can basically be added real quick to a presentation.

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

 Description:
 titlegraphic

Streamlining UI Information Exchanges

Understanding the Benefits of SIDES and SIDES E-Response

[Date]

2

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- . Information exchanges between state UI agencies and employers are a slow, m
-based mail process
- . Each state has its own forms to request and exchange UI information

- Reliance on postal mail creates time pressures on states and employers
- Lack of complete and timely information results in millions of dollars in improper
 - In fiscal year 2011, the UI system paid \$117 billion in federal and state UI benefits to 18.7 million beneficiaries. The U.S. Department of Labor estimates that 12 percent of these benefits were paid improperly.

UI Information Exchanges: Today's Landscape

- Today, states and employers exchange UI information through a system of slow, paper-based processes that often lead to significant and costly administrative burdens on employers.
- The negative financial impact is compounded by the fact that there is no single national standard to help states and employers easily and elect
- As a result, there is a dramatic and financially draining volume of UI overpayments. In fact, in FY 2011, the UI system paid \$117 billion in feder

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FY 2011 Causes of UI Overpayments

- There are two main causes of UI overpayments: incorrect initial eligibility decisions, sometimes referred to as job separation issues, and worki
- As you can see on the chart, nearly 50 percent of all UI overpayments are traced to these two causes. What's just as dramatic is that the volum
- The fact is that many UI overpayments could be prevented if states and employers could more easily exchange timely and accurate informatio
- Note: due to rounding, overpayment cause percentages do not add up to 100 percent.

4

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- State Information Data Exchange System (SIDES) and SIDES E-Response are two web-

based options developed through a partnership between the U.S. Department of

- Both SIDES and SIDES E-Response use nationally standardized, electronic formats to process UI information exchanges

A Solution: SIDES & SIDES E-Response

- One way to reduce the number of annual UI overpayments is to simplify the process for state UI agencies and employers.
- The U.S. Department of Labor and state UI agencies formed a partnership to create secure, electronic and nationally-standardized formats to respond to UI information requests.
- These systems – called SIDES and SIDES E-Response – are two distinct systems that share a common purpose: to simplify and streamline UI information requests and reduce the number of UI overp

5

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- Streamlines information exchanges by:
 - Using electronic, nationally-standardized formats
 - Providing more time to gather information and make decisions
 - Providing a single point of contact
- Helps employers by:
 - Ensuring information exchanges are complete and timely
 - Reducing improper payments and unnecessary employer charges
 - Reducing follow up phone calls, paper handling, and postage costs

Why Use SIDES or SIDES E-Response?

•

- Employers that choose to use either SIDES or SIDES E-Response will realize several benefits.
- The electronic, standardized systems have the potential to reduce UI overpayments, while also improving the UI information exchange process:
 - A nation-wide standardized format, which will eliminate the current challenge of responding to each state's unique format
 - Electronic requests and responses that will give employers and states more time to gather information and make informed decisions
 - A single point of contact.
- Employers using either SIDES or SIDES E-Response will likely see a reduction in follow up phone calls, administrative expenses, improper payments and employer charges.

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How It Works

SIDES is an automated computer-to-computer interface to respond electronically to UI information requests.

UI information requests and responses are in nationally-standardized formats.

SIDES produces performance metrics and provides audit controls.

What It Requires

Employers and TPAs will be required to integrate SIDES into their internal IT system which will entail changes to cur

Technical guidance and implementation training are available.

Best Suited For

SIDES is best suited for employers and TPAs that typically handle a large volume of UI information requests.

The Facts About SIDES

- SIDES differs from SIDES E-Response in several important ways.
- SIDES is an integrated computer-to-computer interface designed for employers and TPAs that typically deal with a large volume of UI information requests.
 - It is particularly helpful to those employers and TPAs that operate in multiple states.
- Employers and TPAs that use SIDES are able to better anticipate and supply the data needed for UI information requests and in return, reduce follow-up phone calls, eliminate unnecessary appeals, and streamline their UI response processes.
- One critical difference between SIDES and SIDES E-Response is the required IT infrastructure. While SIDES is available *free of charge*, employers and TPAs that use SIDES will have internal IT system development costs to integrate with SIDES.

7

How SIDES Works

SIDES UI Information Flow Process

- This graphic illustrates how SIDES works.
- Both the state UI agency and the employer or TPA exchange information through a central server.
- Again, while SIDES is available free of charge, employers and TPAs will have internal IT system development costs to integrate their system with SIDES.
- Employers and TPAs will need to assess the cost of integrating their IT system with SIDES. The cost will depend on their existing system design.

8

How It Works

Employers and TPAs receive a request for UI information from the state agency by mail or secure email. Request includes an authorization code to log on to SIDES E-Response and enter the requested information. All information is submitted in an electronic, nationally-standardized format.

What It Requires

Only requires a working internet connection and an employee who will enter the requested UI information. There is no cost to use SIDES E-Response and no programming is required.

Best Suited For

SIDES E-Response is best suited for employers and TPAs with a limited number of UI claims.

The Facts About SIDES E-Response

- SIDES E-Response differs from SIDES in several important ways.
- SIDES E-Response is a website that provides employers with an easy and efficient portal to electronically post responses to information requests from:
 - SIDES E-Response is available in participating states to any employer or TPA with internet access.
 - SIDES E-Response is designed primarily for employers that have a limited number of annual UI claims.
- Like SIDES, SIDES E-Response is available *free of charge*. SIDES E-Response only requires a working internet connection and an employee who

is able to enter the requested UI information.

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How SIDES E-Response Works

-
- SIDES E-Response is an easy-to-use website that is accessed by entering [<https://uisides.org/>].
- Employers using SIDES E-Response simply log in to the secure system and enter the necessary information.

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A Secure Exchange of Information

-
- Here is an example of a UI information request page.
- Users are able to select a request to create or edit a response.

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Claimant and Employer Identification

-
- Once the request is chosen, the user enters the necessary UI information.
- The red asterisks show which information must be provided by the employer before submitting the response to the state.
- This data check process ensures that the state receives complete information so that the follow-up inquiries and phone calls between states and employers are minimized.

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Benefits of SIDES and SIDES E-Response

- . Saves time and money
- . Available for FREE
- . Safe and secure
- . Reduces paper work
- . Helps keep UI rates as low as possible by reducing overpayments
- . Provides an electronic, nationally standardized data format
- . Includes data checks to ensure exchange of complete and valid information
- . Provides tools for a healthier bottom line
- . Helps reduce overpayment
- . Reduces follow up requests and phone calls
- . Both SIDES and SIDES E-Response offer a number of benefits, including significant cost savings and reductions in administrative hours and resources.

13

Assessing Which Option to Use

- . While both SIDES and SIDES E-Response offer multiple benefits, each system is designed to meet specific needs of employers.
- . SIDES is best suited for large employers that face many potential UI claims throughout the year. It provides a more automated data exchange i
- . SIDES E-Response is best suited for employers with a limited number of annual UI claims. It requires only a working internet connection and an employ

Costs of SIDES E-Response and SIDES

[Insert State Logo]

- Both SIDES and SIDES E-Response are available free of charge.
- There will likely be internal IT development costs to integrate SIDES. These costs will vary by employer or TPA based on their existing systems.

AK
AL
FL
HI
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MS
TX
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GA
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IA
KS
KY
ME
MI
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MO
MT

NE
NV
NM
NY
NC
ND
OH
OK
OR
PA
SC
SD
TN
UT
VA
WA
WV
WI
WY
PR
VI

UI State Information Data Exchange System (SIDES) Separation Information Exchange

38

In production

4

In production by November 2013

4

In production by

March 2014

7

No date/plan

As of July 24th, 2013

SIDES States

Wisconsin is doing internal testing on this format so we expect to have it up in at least one state in the next couple of months.

AK
AL
FL
HI
LA
MS
TX
AZ
AR
CA
CO
GA
ID
IL
IN
IA
KS
KY
ME
MI
MN
MO
MT
NE
NV
NM
NY
NC
ND
OH
OK
OR
PA
SC
SD
TN

UT
VA
WA
WV
WI
WY
PR
VI

UI State Information Data Exchange System (SIDES) E-Response Employer Website

37

In production

9

In production by December 2013

7

No date/plan

As of July 24th, 2013

37

In production

5

In production by November 2013

4

In production by

March 2014

7

No date/plan

SIDES E-Response States

Wisconsin is doing internal testing on this format so we expect to have it up in at least one state in the next couple of months.

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[More information is available](#)

- IWD-SIDESINFO@iowa.gov

- <http://info.uisides.org>

Additional Resources

- SIDES and SIDES E-Response are administered by the state UI agency and we have resources available to help employers.

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Questions and Discussion

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

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

Message: FW: March 1, 2014 Skilled Iowa Metrics

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:43 PM
 Item ID: 40862027
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

FW: March 1, 2014 Skilled Iowa Metrics

From Schippers, Denise [IWD] **Date** Tuesday, March 04, 2014 1:24 PM

To Butcher, Marilyn [IWD]; Dawson, Annette [IWD]; Gray, Linda [IWD]; Immerfall, Craig [IWD]; Jones, Marllys [IWD]; Loecke, Marla [IWD]; Mather, Scott [IWD]; McCann, Stephen [IWD]; Messerly, Sara [IWD]; Neri, Diane [IWD]; Rouse, Linda [IWD]; Slagle, Ronee [IWD]; Spencer, Todd [IWD]; Vega, Carlos [IWD]; Witt, Michael [IWD]; Andrade, Jennifer [IWD]; Becker, Robert [IWD]; Born, Kirstin [IWD]; Bowers, Sharon [IWD]; Cano, Gloria [IWD]; Davy, Anthony [IWD]; Ellenberger, Susan [IWD]; Fox, Debra [IWD]; Gardner, Dee [IWD]; Hodges-Harmon, Debra [IWD]; Holloway, Mark [IWD]; Johnson, Theodore [IWD]; Loverink, Carla [IWD]; Marion, Sherri [IWD]; Miller, Faith [IWD]; Morgan, Carol [IWD]; Murad, Jonathan [IWD]; Murray, Peggy [IWD]; Nelson-Schoon, Catherine [IWD]; Noe, Brenda [IWD]; Rempfer, Doug [IWD]; Rivera, Ruby [IWD]; Rubero, Frank [IWD]; Sanchez, Arturo [IWD]; Stevens, Corey [IWD]; Vaughn, Sherri [IWD]; Waigand, Elizabeth [IWD]

Cc

[County-Level Skilled Iowa Metrics 03012014.pdf](#) (78 Kb HTML) [IWD Region-Level Skilled Iowa Metrics 03012014.pdf](#) (86 Kb HTML) [Statewide Skilled Iowa Metrics 03012014.pdf](#) (186 Kb HTML) [Member Business Alpha List by County 03012014.xlsx](#) (190 Kb HTML) [Member Business Alpha List by IWD Region 03012014.xlsx](#) (338 Kb HTML) [Member Business Alpha List for LS2 03012014.xlsx](#) (108 Kb HTML) [Metrics Explanation.pdf](#) (19 Kb HTML)

Attached are the calculated Skilled Iowa metrics as of March 1, 2014, by county as well as IWD Region. Also attached are the custom regional reports requested by the director and the member business lists. A couple of notes for this month:

- Washington County has eclipsed the 80% goal in all four metrics. It was previously missing the Member Business (#) metric, and it is up to 8.43% (61) this month.
- There was a request to change the area of the transitioning metric for Story City, IA to get closer to representing Story City itself (this metric can't be measured at the ZIP code level like the other three because LAUS unemployment numbers are not calculated at the ZIP code level). Instead of Story County, the area now shown on the Story City report is now Story County without Ames, IA (it is possible to do this because Ames is a big enough city to have independent LAUS estimates).

- [Image 1](#)
- [Image 2](#)
- [Image 3](#)

Image 1

County # % County # % County # % County # %

Adair 61 24.11% 26 0.76% +23.35% Adair 1,504 51.63% 583 15.15% +36.48% Adair 74 2.54% 146 0.00% +2.54% Adair 50 27.32% 37 2.38% +24.94%

Adams 44 32.12% 14 5.30% +26.82% Adams 753 61.77% 244 22.39% +39.38% Adams 53 4.35% 61 0.00% +4.35% Adams 24 26.37% 19 2.73% +23.65%

Allamakee 25 5.81% 43 0.00% +5.81% Allamakee 675 12.88% 1,048 0.00% +12.88% Allamakee 36 0.69% 262 0.14% +0.55% Allamakee 48 9.06% 106 1.94% +7.12%

Appanoose 51 14.83% 35 0.26% +14.57% Appanoose 1,778 40.67% 875 2.82% +37.85% Appanoose 31 0.71% 219 0.02% +0.69% Appanoose 36 8.78% 82 0.00% +8.78%

Audubon 31 15.50% 20 0.00% +15.50% Audubon 1,008 54.08% 373 0.00% +54.08% Audubon 48 2.58% 94 0.00% +2.58% Audubon 22 13.50% 33 0.00% +13.50%

Benton 65 10.59% 62 0.45% +10.14% Benton 1,365 23.64% 1,155 10.99% +12.65% Benton 229 3.97% 289 1.40% +2.56% Benton 76 10.38% 147 3.89% +6.49%

Black Hawk 419 12.37% 339 2.22% +10.15% Black Hawk 30,752 40.67% 15,122 9.20% +31.47% Black Hawk 873 1.15% 3,781 0.19% +0.96% Black Hawk 525 13.13% 800 2.75% +10.38%

Boone 53 8.52% 63 0.15% +8.37% Boone 2,354 24.60% 1,914 1.84% +22.76% Boone 33 0.34% 479 0.03% +0.31% Boone 16 2.44% 132 0.38% +2.05%

Bremer 41 6.40% 65 0.44% +5.96% Bremer 2,771 27.19% 2,039 1.64% +25.55% Bremer 94 0.92% 510 0.15% +0.77% Bremer 40 7.38% 109 0.67% +6.71%

Buchanan 101 17.97% 57 1.00% +16.98% Buchanan 2,321 36.30% 1,279 3.20% +33.10% Buchanan 69 1.08% 320 0.27% +0.81% Buchanan 53 9.62% 111 1.76% +7.85%

Buena Vista 67 11.11% 61 1.23% +9.88% Buena Vista 5,232 48.25% 2,169 3.90% +44.34% Buena Vista 21 0.19% 543 0.01% +0.18% Buena Vista 10 2.08% 97 0.60% +1.48%

Butler 47 12.37% 38 0.00% +12.37% Butler 849 22.31% 761 0.00% +22.31% Butler 45 1.18% 191 0.17% +1.02% Butler 30 7.89% 76 1.36% +6.53%

Calhoun 35 11.22% 32 0.30% +10.92% Calhoun 749 25.18% 595 0.03% +25.15% Calhoun 75 2.52% 149 0.03% +2.49% Calhoun 185 76.13% 49 7.31% +68.82%

Carroll 152 17.04% 90 1.31% +15.73% Carroll 5,135 43.22% 2,377 9.54% +33.68% Carroll 52 0.44% 595 0.00% +0.44% Carroll 43 9.73% 89 0.00% +9.73%

Cass 65 12.52% 52 0.72% +11.81% Cass 1,795 29.66% 1,211 3.91% +25.76% Cass 29 0.48% 303 0.00% +0.48% Cass 39 9.87% 79 0.21% +9.66%

Cedar 31 6.01% 52 0.00% +6.01% Cedar 511 9.20% 1,111 0.00% +9.20% Cedar 65 1.17% 278 0.60% +0.57% Cedar 36 7.23% 100 3.67% +3.56%

Cerro Gordo 193 13.09% 148 1.00% +12.10% Cerro Gordo 10,201 42.70% 4,778 6.25% +36.45% Cerro Gordo 221 0.93% 1,195 0.07% +0.85% Cerro Gordo 110 8.04% 274 1.58% +6.45%

Cherokee 65 15.51% 42 1.11% +14.40% Cherokee 2,268 41.39% 1,096 10.21% +31.18% Cherokee 57 1.04% 274 0.13% +0.91% Cherokee 32 10.36% 62 4.29% +6.07%

Chickasaw 30 7.23% 42 0.00% +7.23% Chickasaw 581 12.11% 960 0.00% +12.11% Chickasaw 52 1.08% 240 0.59% +0.49% Chickasaw 18 5.29% 68 2.09% +3.20%

Clarke 59 25.99% 23 1.57% +24.42% Clarke 2,460 58.89% 836 3.69% +55.21% Clarke 109 2.61% 209 0.17% +2.44% Clarke 66 22.68% 59 5.43% +17.25%

Clay 93 13.98% 67 3.15% +10.83% Clay 3,269 37.20% 1,758 15.93% +21.27% Clay 55 0.63% 440 0.03% +0.59% Clay 28 6.09% 92 2.08% +4.01%

Clayton 36 6.33% 57 0.48% +5.84% Clayton 1,074 16.12% 1,333 2.97% +13.15% Clayton 33 0.50% 334 0.22% +0.27% Clayton 16 2.61% 123 0.14% +2.47%

Clinton 152 12.02% 127 0.73% +11.28% Clinton 10,118 44.93% 4,504 15.33% +29.60% Clinton 155 0.69% 1,126 0.06% +0.63% Clinton 72 4.52% 319 0.55% +3.97%

Crawford 182 38.48% 48 0.58% +37.90% Crawford 5,726 75.16% 1,524 4.78% +70.39% Crawford 106 1.39% 381 0.03% +1.36% Crawford 122 30.58% 80 1.59% +28.99%

Dallas 127 7.20% 177 0.16% +7.03% Dallas 13,661 37.29% 7,326 0.42% +36.87% Dallas 67 0.18% 1,832 0.05% +0.13% Dallas 52 3.29% 317 0.76% +2.52%

Davis 28 13.27% 22 0.00% +13.27% Davis 567 28.65% 396 0.00% +28.65% Davis 28 1.41% 99 0.00% +1.41% Davis 27 10.76% 51 0.00% +10.76%

Decatur 52 25.74% 21 2.24% +23.50% Decatur 1,334 59.39% 450 20.94% +38.45% Decatur 48 2.14% 113 0.14% +1.99% Decatur 39 20.00% 39 1.67% +18.33%

Delaware 39 7.63% 52 0.35% +7.28% Delaware 1,016 15.64% 1,299 4.05% +11.60% Delaware 61 0.94% 325 0.23% +0.71% Delaware 39 8.23% 95 2.83% +5.39%

Des Moines 165 14.07% 118 1.11% +12.95% Des Moines 11,838 53.41% 4,434 13.24% +40.17% Des Moines 1,604 7.24% 1,109 5.00% +2.24% Des Moines 842 64.32% 262 38.20% +26.12%

Dickinson 76 9.93% 77 1.33% +8.60% Dickinson 2,522 28.12% 1,794 11.96% +16.16% Dickinson 42 0.47% 449 0.01% +0.46% Dickinson 91 17.14% 107 2.30% +14.84%

Dubuque 238 8.24% 289 0.64% +7.60% Dubuque 17,185 30.40% 11,307 8.90% +21.50% Dubuque 709 1.25% 2,827 0.61% +0.65% Dubuque 378 14.85% 510 7.34% +7.50%

Emmet 36 10.91% 33 1.07% +9.84% Emmet 1,393 32.36% 861 8.91% +23.45% Emmet 16 0.37% 216 0.07% +0.30% Emmet 12 4.48% 54 0.29% +4.19%

Fayette 43 6.81% 64 0.15% +6.67% Fayette 981 13.47% 1,457 0.03% +13.45% Fayette 87 1.19% 365 0.27% +0.93% Fayette 66 10.70% 124 5.27% +5.43%

Floyd 63 14.06% 45 0.62% +13.44% Floyd 1,755 31.21% 1,125 6.92% +24.28% Floyd 33 0.59% 282 0.02% +0.57% Floyd 26 5.03% 104 1.05% +3.98%

Franklin 42 11.63% 37 1.05% +10.59% Franklin 1,280 31.33% 817 5.00% +26.33% Franklin 25 0.61% 205 0.03% +0.59% Franklin 13 4.74% 55 0.30% +4.44%

Fremont 32 13.85% 24 0.00% +13.85% Fremont 741 26.80% 553 0.00% +26.80% Fremont 21 0.76% 139 0.04% +0.72% Fremont 23 10.60% 44 0.00% +10.60%

Greene 46 15.65% 30 1.28% +14.36% Greene 1,648 52.17% 632 5.94% +46.23% Greene 25 0.79% 158 0.00% +0.79% Greene 29 11.24% 52 0.00% +11.24%

Grundy 54 15.61% 35 3.35% +12.25% Grundy 1,311 31.94% 821 7.00% +24.93% Grundy 52 1.27% 206 0.21% +1.06% Grundy 26 8.41% 62 2.50% +5.91%

Guthrie 37 10.82% 35 0.00% +10.82% Guthrie 889 27.76% 641 0.00% +27.76% Guthrie 35 1.09% 161 0.03% +1.06% Guthrie 26 8.39% 62 0.25% +8.14%

Hamilton 48 10.41% 47 0.39% +10.02% Hamilton 979 16.65% 1,176 2.39% +14.26% Hamilton 42 0.71% 294 0.00% +0.71% Hamilton 20 3.89% 103 0.42% +3.47%

Hancock 41 11.95% 35 0.00% +11.95% Hancock 1,495 21.67% 1,380 0.00% +21.67% Hancock 26 0.38% 345 0.07% +0.31% Hancock 20 6.99% 58 1.11% +5.88%

Hardin 56 9.26% 61 0.45% +8.81% Hardin 1,476 20.32% 1,453 2.65% +17.67% Hardin 50 0.69% 364 0.15% +0.54% Hardin 27 5.52% 98 2.46% +3.07%

Harrison 55 13.32% 42 0.22% +13.09% Harrison 1,618 36.66% 883 2.86% +33.80% Harrison 54 1.22% 221 0.02% +1.20% Harrison 57 17.65% 65 2.63% +15.02%

Change

Current Work Force (Employed NCRC Recipients) Metric

Goal #* Goal #*Change

Member Businesses (Number) Metric

Change

Member

Businesses (Employment) Metric

Goal #*

County-Level Skilled Iowa Metrics (March 1, 2014)

Goal - 20% (80% Goal - 16%) Goal - 10% (80% Goal - 8%) Goal - 20% (80% Goal - 16%) Goal - 5% (80% Goal - 4%)
Start %Start %Start % Change

Transitioning Work Force (Unemployed NCRC Recipients)
Metric

Start %Goal #*

Image 2

County # % County # % County # % County # %

Change

Current Work Force (Employed NCRC Recipients) Metric

Goal #* Goal #*Change

Member Businesses (Number) Metric

Change

Member Businesses (Employment) Metric

Goal #*

County-Level Skilled Iowa Metrics (March 1, 2014)

Goal - 20% (80% Goal - 16%) Goal - 10% (80% Goal - 8%) Goal - 20% (80% Goal - 16%) Goal - 5% (80% Goal - 4%)
Start %Start %Start % Change

Transitioning Work Force (Unemployed NCRC Recipients)
Metric

Start %Goal #*

Henry 105 18.29% 58 0.96% +17.33% Henry 2,744 29.97% 1,832 9.29% +20.68% Henry 321 3.51% 458 2.08% +1.42% Henry 160 26.06% 123 8.47%
+17.59%

Howard 37 12.09% 31 0.94% +11.15% Howard 1,502 35.86% 838 14.26% +21.59% Howard 18 0.43% 210 0.15% +0.28% Howard 12 4.74% 51 1.29%
+3.45%

Humboldt 32 8.96% 36 0.27% +8.70% Humboldt 729 18.08% 807 3.32% +14.76% Humboldt 27 0.67% 202 0.05% +0.62% Humboldt 10 4.46% 45
0.00% +4.46%

Ida 44 16.30% 27 0.00% +16.30% Ida 2,002 57.81% 693 0.00% +57.81% Ida 36 1.04% 174 0.06% +0.98% Ida 24 15.38% 32 3.00% +12.38%

Iowa 33 6.04% 55 0.54% +5.50% Iowa 3,449 37.51% 1,839 23.68% +13.83% Iowa 241 2.62% 460 1.43% +1.19% Iowa 46 10.27% 90 6.60% +3.67%

Jackson 72 11.71% 62 0.00% +11.71% Jackson 1,124 18.26% 1,231 0.00% +18.26% Jackson 61 0.99% 308 0.36% +0.63% Jackson 42 6.82% 124
1.05% +5.77%

Jasper 62 7.52% 83 0.67% +6.86% Jasper 3,425 30.05% 2,280 10.68% +19.38% Jasper 227 1.99% 570 0.34% +1.65% Jasper 354 29.97% 237 5.63%
+24.34%

Jefferson 66 10.61% 63 0.13% +10.48% Jefferson 1,714 24.05% 1,426 3.99% +20.06% Jefferson 60 0.84% 357 0.15% +0.70% Jefferson 48 9.80% 98
0.88% +8.92%

Johnson 180 5.20% 347 0.28% +4.92% Johnson 33,364 41.99% 15,894 3.24% +38.75% Johnson 523 0.66% 3,974 0.25% +0.41% Johnson 253 8.39%
604 3.59% +4.80%

Jones 56 10.28% 55 0.68% +9.59% Jones 1,872 28.96% 1,293 5.85% +23.11% Jones 331 5.12% 324 1.29% +3.83% Jones 181 30.52% 119 10.86% +19.67%

Keokuk 42 14.58% 29 0.00% +14.58% Keokuk 654 26.88% 487 0.00% +26.88% Keokuk 152 6.25% 122 2.65% +3.60% Keokuk 48 15.48% 62 3.89% +11.59%

Kossuth 38 6.64% 58 0.95% +5.70% Kossuth 1,332 19.72% 1,352 12.94% +6.78% Kossuth 13 0.19% 338 0.02% +0.18% Kossuth 7 2.08% 68 0.51% +1.56%

Lee 129 12.95% 100 1.48% +11.47% Lee 5,315 33.53% 3,171 15.02% +18.52% Lee 478 3.02% 793 1.79% +1.23% Lee 263 19.55% 269 7.11% +12.45%

Linn 392 6.78% 578 0.82% +5.96% Linn 32,815 25.67% 25,571 5.55% +20.12% Linn 2,093 1.64% 6,393 0.53% +1.11% Linn 1,009 15.80% 1,277 8.60% +7.20%

Louisa 32 14.22% 23 0.00% +14.22% Louisa 2,083 57.38% 726 0.00% +57.38% Louisa 88 2.42% 182 1.37% +1.05% Louisa 35 10.70% 66 4.32% +6.38%

Lucas 33 16.18% 21 1.30% +14.87% Lucas 2,048 64.06% 640 38.81% +25.26% Lucas 95 2.97% 160 0.00% +2.97% Lucas 94 45.85% 41 0.83% +45.02%

Lyon 15 3.45% 44 0.00% +3.45% Lyon 552 11.67% 946 0.00% +11.67% Lyon 13 0.27% 237 0.04% +0.23% Lyon 3 1.44% 42 0.00% +1.44%

Madison 42 10.82% 39 0.00% +10.82% Madison 1,080 29.84% 724 0.00% +29.84% Madison 43 1.19% 181 0.28% +0.91% Madison 30 6.33% 95 0.60% +5.73%

Mahaska 62 10.35% 60 0.31% +10.04% Mahaska 1,912 24.12% 1,586 6.28% +17.84% Mahaska 99 1.25% 397 0.39% +0.86% Mahaska 65 10.40% 125 1.35% +9.05%

Marion 69 7.83% 89 0.53% +7.30% Marion 9,093 54.42% 3,342 17.40% +37.02% Marion 130 0.78% 836 0.11% +0.67% Marion 158 18.68% 170 0.40% +18.27%

Marshall 108 12.13% 89 3.87% +8.26% Marshall 8,354 45.63% 3,662 20.55% +25.09% Marshall 458 2.50% 916 1.22% +1.28% Marshall 198 14.97% 265 10.00% +4.97%

Mills 43 13.44% 32 0.28% +13.15% Mills 2,208 54.14% 816 0.15% +54.00% Mills 96 2.35% 204 0.00% +2.35% Mills 194 66.44% 59 2.65% +63.79%

Mitchell 38 10.41% 37 0.53% +9.88% Mitchell 1,077 28.98% 744 2.05% +26.93% Mitchell 20 0.54% 186 0.03% +0.51% Mitchell 7 2.67% 53 1.72% +0.95%

Monona 46 16.08% 29 0.33% +15.75% Monona 909 32.71% 556 0.27% +32.44% Monona 114 4.10% 139 0.19% +3.91% Monona 52 16.88% 62 3.61% +13.27%

Monroe 78 34.21% 23 0.40% +33.81% Monroe 1,631 45.17% 723 2.34% +42.83% Monroe 28 0.78% 181 0.09% +0.69% Monroe 34 14.66% 47 0.00% +14.66%

Montgomery 82 22.10% 38 1.52% +20.59% Montgomery 2,276 53.20% 856 16.83% +36.37% Montgomery 70 1.64% 214 0.00% +1.64% Montgomery 51 19.32% 53 1.56% +17.76%

Muscatine 128 12.04% 107 0.43% +11.61% Muscatine 5,200 23.21% 4,480 3.08% +20.13% Muscatine 119 0.53% 1,120 0.11% +0.42% Muscatine 138 11.21% 247 0.82% +10.39%

O'Brien 34 6.37% 54 0.69% +5.67% O'Brien 1,417 21.74% 1,304 6.06% +15.68% O'Brien 22 0.34% 326 0.03% +0.31% O'Brien 7 2.21% 64 1.08% +1.13%

Osceola 13 6.02% 22 0.00% +6.02% Osceola 131 5.77% 455 0.00% +5.77% Osceola 1 0.04% 114 0.00% +0.04% Osceola 4 2.70% 30 0.59% +2.11%

Page 69 15.27% 46 0.41% +14.86% Page 3,154 50.48% 1,250 3.48% +47.00% Page 115 1.84% 313 0.06% +1.78% Page 203 52.19% 78 12.56% +39.63%

Palo Alto 65 19.82% 33 1.45% +18.36% Palo Alto 1,817 48.49% 750 15.49% +33.00% Palo Alto 17 0.45% 188 0.03% +0.43% Palo Alto 25 11.90% 42 0.00% +11.90%

Plymouth 75 9.75% 77 0.25% +9.50% Plymouth 5,315 47.44% 2,241 3.66% +43.79% Plymouth 181 1.62% 561 0.25% +1.37% Plymouth 95 15.89% 120 7.76% +8.13%

Pocahontas 24 8.76% 28 1.07% +7.69% Pocahontas 544 18.85% 578 4.97% +13.88% Pocahontas 13 0.45% 145 0.00% +0.45% Pocahontas 5 2.87% 35 0.53% +2.35%

Polk 939 6.79% 1,382 0.32% +6.47% Polk 71,899 25.93% 55,458 5.05% +20.88% Polk 2,215 0.80% 13,865 0.15% +0.65% Polk 1,573 12.30% 2,558

3.17% +9.13%

Pottawattamie 250 11.41% 220 0.56% +10.84% Pottawattamie 15,631 41.29% 7,572 5.48% +35.81% Pottawattamie 558 1.47% 1,893 0.04% +1.43% Pottawattamie 544 25.33% 430 3.86% +21.46% Poweshiek 42 7.11% 60 1.25% +5.86% Poweshiek 2,800 28.48% 1,967 18.52% +9.96% Poweshiek 126 1.28% 492 0.57% +0.71% Poweshiek 38 7.55% 101 4.43% +3.13%

Ringgold 57 34.34% 17 5.95% +28.39% Ringgold 853 60.20% 284 15.54% +44.65% Ringgold 92 6.49% 71 0.00% +6.49% Ringgold 53 45.30% 24 1.54% +43.76%

Sac 50 12.89% 39 1.23% +11.66% Sac 1,153 34.95% 660 2.94% +32.01% Sac 14 0.42% 165 0.06% +0.36% Sac 12 4.96% 49 0.74% +4.22%

Scott 398 8.13% 490 0.38% +7.75% Scott 27,114 30.54% 17,755 3.33% +27.21% Scott 393 0.44% 4,439 0.04% +0.40% Scott 301 5.37% 1,121 0.65% +4.72%

Shelby 41 9.67% 43 0.22% +9.45% Shelby 1,409 23.19% 1,215 1.77% +21.42% Shelby 106 1.74% 304 0.02% +1.73% Shelby 72 26.37% 55 0.32% +26.05%

Sioux 63 5.05% 125 0.54% +4.52% Sioux 3,086 15.61% 3,954 6.07% +9.53% Sioux 57 0.29% 989 0.02% +0.27% Sioux 30 4.43% 136 0.66% +3.77%

Story 119 5.49% 217 0.21% +5.28% Story 11,443 26.49% 8,638 2.11% +24.39% Story 93 0.22% 2,160 0.02% +0.19% Story 79 4.16% 380 1.18% +2.98%

Tama 38 9.50% 40 0.24% +9.26% Tama 1,923 38.67% 995 18.71% +19.95% Tama 161 3.24% 249 1.10% +2.14% Tama 50 8.73% 115 6.89% +1.84%

Image 3

County # % County # % County # % County # %

Change

Current Work Force (Employed NCRC Recipients) Metric

Goal #* Goal #*Change

Member Businesses (Number) Metric

Change

Member Businesses (Employment) Metric

Goal #*

County-Level Skilled Iowa Metrics (March 1, 2014)

Goal - 20% (80% Goal - 16%) Goal - 10% (80% Goal - 8%) Goal - 20% (80% Goal - 16%) Goal - 5% (80% Goal - 4%)

Start %Start %Start % Change

Transitioning Work Force (Unemployed NCRC Recipients)

Metric

Start %Goal #*

Taylor 53 30.64% 18 1.63% +29.01% Taylor 1,355 68.02% 399 19.26% +48.76% Taylor 57 2.86% 100 0.00% +2.86% Taylor 38 28.79% 27 1.25% +27.54%

Union 125 30.49% 41 8.12% +22.37% Union 4,323 65.60% 1,318 31.54% +34.06% Union 371 5.63% 330 0.09% +5.54% Union 177 50.43% 71 8.72% +41.71%

Van Buren 23 12.23% 19 0.00% +12.23% Van Buren 940 46.51% 405 0.00% +46.51% Van Buren 31 1.53% 102 0.60% +0.93% Van Buren 31 13.36% 47 0.37% +12.99%

Wapello 191 22.98% 84 0.90% +22.09% Wapello 7,120 44.37% 3,210 3.77% +40.60% Wapello 222 1.38% 803 0.10% +1.28% Wapello 338 26.04% 260 2.14% +23.90%

Warren 90 10.83% 84 0.22% +10.61% Warren 2,475 24.37% 2,032 2.60% +21.77% Warren 128 1.26% 508 0.20% +1.06% Warren 43 3.33% 259 0.93% +2.40%

Washington 61 8.43% 73 0.92% +7.51% Washington 2,822 33.58% 1,681 9.28% +24.30% Washington 364 4.33% 421 1.47% +2.86% Washington

293 55.49% 106 38.67% +16.83%

Wayne 24 14.37% 17 0.53% +13.84% Wayne 895 45.18% 397 1.56% +43.62% Wayne 6 0.30% 100 0.05% +0.25% Wayne 16 10.19% 32 0.59% +9.60%

Webster 165 14.67% 113 0.50% +14.16% Webster 7,087 38.52% 3,680 3.25% +35.27% Webster 246 1.34% 920 0.00% +1.34% Webster 163 12.72% 257 0.66% +12.06%

Winnebago 32 8.51% 38 1.25% +7.26% Winnebago 1,271 29.28% 869 5.36% +23.92% Winnebago 47 1.08% 218 0.07% +1.01% Winnebago 41 14.14% 58 2.50% +11.64%

Winneshiek 59 8.95% 66 0.42% +8.53% Winneshiek 3,380 32.44% 2,084 6.63% +25.81% Winneshiek 68 0.65% 521 0.21% +0.44% Winneshiek 74 13.12% 113 7.34% +5.78%

Woodbury 340 11.86% 287 1.06% +10.80% Woodbury 19,542 37.64% 10,385 14.43% +23.21% Woodbury 1,400 2.70% 2,597 0.43% +2.26% Woodbury 1,033 36.63% 564 24.94% +11.69%

Worth 23 11.56% 20 0.00% +11.56% Worth 767 32.95% 466 0.00% +32.95% Worth 25 1.07% 117 0.22% +0.86% Worth 10 4.37% 46 1.03% +3.33%

Wright 63 13.29% 48 0.00% +13.29% Wright 1,151 19.87% 1,159 0.00% +19.87% Wright 24 0.41% 290 0.02% +0.40% Wright 11 2.84% 78 0.39% +2.45%

if region meets 80% of metric goal

if region meets 100% of metric goal

* "Goal #" is the raw number of member businesses/member business employment/NCRCs needed to reach the goal for that particular metric. These numbers are subject

to change when quarterly data is updated.

Image 1

123/45678910111213141516

80% of
Goal
100% of
Goal

% 7.91% 12.11% 8.78% 12.22% 9.81% 12.46% 19.24% 9.57% 6.71% 7.05% 12.36% 12.20% 27.49% 16.24% 14.52%

507 432 500 367 244 662 498 750 818 1,501 570 555 533 598 431

Goal #* 642 357 570 301 249 532 259 784 1,219 2,130 462 456 194 369 297

Start % 0.46% 0.78% 1.11% 0.40% 1.86% 1.78% 0.89% 0.41% 0.61% 0.31% 0.82% 0.46% 3.54% 0.41% 1.12%

Change +7.45% +11.33% +7.67% +11.82% +7.96% +10.67% +18.34% +9.15% +6.11% +6.74% +11.54% +11.74% +23.94% +15.83% +13.40%

123/45678910111213141516

80% of
Goal
100% of
Goal

% 25.97% 35.07% 27.06% 28.12% 36.04% 37.96% 50.15% 31.15% 31.39% 28.25% 40.13% 39.35% 59.83% 37.99% 43.26%

26,394 17,846 20,751 11,239 14,553 38,004 15,559 43,556 76,198 115,430 30,036 26,556 14,858 19,259 21,980

Goal #* 20,324 10,177 15,340 7,993 8,076 20,021 6,205 27,969 48,543 81,712 14,970 13,498 4,967 10,139 10,161

Start % 6.70% 4.77% 8.24% 2.52% 16.53% 7.65% 5.80% 5.11% 5.56% 4.80% 11.35% 4.11% 19.12% 5.67% 12.13%

Change +19.28% +30.30% +18.81% +25.61% +19.52% +30.31% +44.35% +26.03% +25.83% +23.45% +28.78% +35.24% +40.72% +32.32% +31.14%

123/45678910111213141516

80% of
Goal
100% of
Goal

% 1.05% 0.78% 0.34% 1.07% 1.97% 1.13% 0.90% 0.52% 1.58% 0.72% 2.39% 1.45% 3.52% 1.48% 4.90%

1,064 397 257 427 795 1,133 280 728 3,846 2,936 1,788 979 874 752 2,491

Goal #* 5,081 2,545 3,835 1,999 2,019 5,006 1,552 6,993 12,136 20,428 3,743 3,375 1,242 2,535 2,541

Start % 0.45% 0.07% 0.02% 0.01% 0.86% 0.19% 0.02% 0.07% 0.54% 0.13% 0.36% 0.03% 0.07% 0.27% 3.17%

Change +0.60% +0.71% +0.31% +1.06% +1.11% +0.94% +0.89% +0.45% +1.04% +0.59% +2.03% +1.42% +3.45% +1.21% +1.73%

123/45678910111213141516

80% of
Goal
100% of
Goal

% 10.97% 7.03% 5.97% 13.96% 10.84% 11.66% 14.00% 6.11% 15.52% 11.13% 29.49% 28.04% 30.67% 17.51% 36.16%

651 227 217 394 313 674 254 553 1,894 2,305 1,236 1,132 498 737 1,300

Goal #* 1,188 646 728 565 578 1,156 363 1,809 2,440 4,144 839 808 325 842 719

Start % 4.93% 1.40% 1.04% 0.96% 7.00% 2.35% 0.47% 0.69% 8.20% 2.55% 18.49% 3.67% 3.87% 1.33% 18.25%

Change +6.04% +5.63% +4.92% +13.00% +3.84% +9.32% +13.53% +5.43% +7.32% +8.58% +11.00% +24.37% +26.79% +16.18% +17.91%

if region meets 80% of metric goal
if region meets 100% of metric goal

* "Goal #" is the raw number of member businesses/member business employment/NCRCs needed to reach the goal for that particular metric. These numbers are subject to change when quarterly data is updated.

16.00% 20.00%

IWD Region Skilled Iowa Metrics (March 1, 2014)

Current Region Member Business (Number) Metric

Current Region Member Business (Employment) Metric

Current Region Current Labor Force (Employed NCRC Holders) Metric

Current Region Transitioning Work Force (Unemployed NCRC Holders) Metric

8.00% 10.00%

16.00% 20.00%

4.00% 5.00%

Image 1

80% of
Goal

100% of
Goal

% 10.15%

8,966

Goal #* 8,835

Start % 0.73%

Change +9.42%

80% of
Goal

100% of
Goal

% 32.78%

492,219

Goal #* 300,363

Start % 6.54%

Change +26.24%

80% of
Goal

100% of
Goal

% 1.36%

20,385

Goal #* 75,091

Start % 0.44%

Change +0.91%

80% of
Goal

100% of
Goal

% 16.54%

14,180

Goal #* 17,145

Start % 6.82%

Change +9.73%

if county/region meets
80% of metric goal * "Goal #" is the raw number of member businesses/member business
employment/NCRCs needed to reach the goal for that particular metric.
These numbers are subject to change when quarterly data is updated.

if county/region meets
100% of metric goal

Statewide Skilled Iowa Metrics (March 1, 2014)

16.00% 20.00%

4.00%

16.00% 20.00%

Member Business (Number) Metric

Statewide

Statewide

Member Business (Employment) Metric

8.00% 10.00%

5.00%

Transitioning Workforce
(Unemployed NCRC Holders) Work Force
Metric

Statewide

Current Labor Force
(Employed NCRC Holders) Metric

Statewide

IWD Region
County
Member Business
Count
Adair
Adair County
Adair
Adair County Free Press
Adair
Adair County Memorial Hospital
Adair
Adair County Mutual
Adair
Agans Bakery Cafe
Adair
Agriculture and Land Stewardship Department
Adair
Agriland FS, Inc.
Adair
Burger Plg and Htg
Adair
Cardinal IG
Adair
Care Initiatives
Adair
Casey's General Stores
Adair
Colors Floral and Home Decorating
Adair
CR\T-Greenfield,Quad\Greenfield,LLC
Adair
Department of Transportation
Adair
Don Carlos Insurance
Adair
Eshelman Trneching
Adair
Fabric Creations
Adair
Fareway Stores
Adair
Farmers Electric Cooperative, Inc
Adair
Fountain Florist Inc
Adair
Fox Welding Co.
Adair
G & H Motor Freight Lines
Adair
Good Samaritan Society-Fontanelle
Adair
Greenfield Auto Sales
Adair
Greenfield Lumber Co
Adair
Greenfield Manor
Adair
Greenfield Oil
Adair
Greenfield Public Library
Adair
Hometown Foods
Adair
Horizon Equipment
Adair
Kum & Go
Adair
MATURA Action Corp.
Adair
MidAmerican Energy
Adair
Midwest Partnership Corporation
Adair
MKMB Restaurant Partners LLC. (Burger King)
Adair
Nodaway Dinner
Adair
Nodaway Valley Schools
Adair
Orient Express
Adair
Orient-Macksburg CSD
Adair
Schultz P&H
Adair
Store # 0672-6 True Hardware & Rental
Adair
Support Services of So Central Iowa
Adair
The Freedom Rock

Adair
The Jewel Box
Adair
Union State Bank
Adair
Wallace Auto Supply
Adair
Warren Cultural Center
Adair
West Central
Adams
Adams Community Chamber of Commerce
Adams
Adams County
Adams
Adams County Free Press
Adams
Agriculture and Land Stewardship Department
Adams
Akin Building Center
Adams
Alegent Creighton Health
Adams
Antiques On Main - Consignments & More
Adams
Blacktop Service Company
Adams
Brown Bear Corp.
Adams
Care Initiatives
Adams
Casey's General Stores
Adams
CHANCE M R
Adams
CHOICE, INC.
Adams
City of Corning
Adams
Corning Housing Commission
Adams
Corning Public Library
Adams
Corning Rental
Adams
Department of Transportation
Adams
Echco Concrete LLC
Adams
Feeders Grain & Supply
Adams
Frontier Communications
Adams
Hy-Vee
Adams
Iowa Select Farms LLP
Adams
Magnum Trenching Service
Adams
MATURA Action Corp.
Adams
Midwest Opportunities Inc
Adams
New Balance Commodities-Nodaway Valley Feeders
Adams
New Fashion Pork
Adams
Nordic Cooling Units
Adams
Prairieland Yogo
Adams
Precision Pulley & Idler
Adams
R & S Auto Sales
Adams
Red Star Feeds LLC
Adams
Southwest Iowa Rural Electric Cooperative
Adams
Southwest Valley High School
Adams
Swine Graphics Enterprises
Adams
The Carpet Store
Adams
The Principal Financial Group
Adams
Three C's Diner
Adams
United Farmers Mercantile Cooperative
Adams
Wilkinson-Johnston dba Country Haven
Allamakee
ABCM Corporation
Allamakee
Agriculture and Land Stewardship Department
Allamakee
Allamakee County Economic Development
Allamakee
Aveka Nutra Processing

Allamakee
Brennan Construction
Allamakee
Bruening Rock Products, Inc.
Allamakee
Casey's General Stores
Allamakee
Darold Berger Masonry INC
Allamakee
Department of Corrections
Allamakee
Department of Natural Resources
Allamakee
Department of Transportation
Allamakee
Eastern Allamakee CSD
Allamakee
Fareway Stores
Allamakee
Moore's Dairy Service, Inc.
Allamakee
Palmer Repair
Allamakee
Postville Community School District
Allamakee
Postville Radio Inc (KPVL)
Allamakee
Reel Core Inc.
Allamakee
SYSTEMS Equipment Corporation
Allamakee
Szabo Construction
Allamakee
Trinity Fabricators, Inc.
Allamakee
Upper Explorerland Regional Planning Committee
Allamakee
Waukon Feed Ranch
Allamakee
Waukon High School, Allamakee Community School District
Appanoose
AFLAC Shelby Quint
Appanoose
Agriculture and Land Stewardship Department
Appanoose
Agriland FS, Inc.
Appanoose
Alliant Energy
Appanoose
Appanoose County Secondary Roads
Appanoose
Appanoose Economic Development Corporation
Appanoose
B & K Machining
Appanoose
Brown's Shoe Fit Co. LLC
Appanoose
C & C Machining Inc
Appanoose
Care Initiatives
Appanoose
Casey's General Stores
Appanoose
Centerville Chamber of Commerce
Appanoose
Centerville Community School District
Appanoose
City of Centerville
Appanoose
Commercial Resources, Inc.
Appanoose
Daily Iowegian
Appanoose
Department of Natural Resources
Appanoose
Department of Transportation
Appanoose
Drake Public Library
Appanoose
Fareway Stores
Appanoose
HCI Care Services and Visiting Nurse Services of Iowa
Appanoose
Hill Phoenix
Appanoose
Honey Creek Resort State Park
Appanoose
Hy-Vee
Appanoose
Indian Hills Community College
Appanoose
Jacobson Staffing
Appanoose
Kum & Go
Appanoose
Moravia CSD
Appanoose
Moulton-Udell Community School District
Appanoose
River Hills Community Health Center

Appanoose
Shark Fin Shears Co.
Appanoose
Smith Fertilizer & Grain
Appanoose
Subway
Appanoose
U.S. Bank
Appanoose
Wells Distribution Center
Audubon
Agriculture and Land Stewardship Department
Audubon
Agriland FS, Inc.
Audubon
AMVC
Audubon
Anthony Intl.
Audubon
Audubon ACE Hardware
Audubon
Audubon Chamber of Commerce
Audubon
Audubon Community Schools
Audubon
Audubon County
Audubon
Audubon County Memorial Hospital
Audubon
Audubon Public Library
Audubon
Casey's General Stores
Audubon
City of Audubon
Audubon
Department of Human Services
Audubon
Exira-EHK CSD
Audubon
Friendship Home Association
Audubon
Horizon Equipment
Audubon
MidAmerican Energy
Audubon
Ohde Funeral Home, Inc.
Audubon
Quality Machine of Iowa, Inc.
Audubon
Rasmussen Lumber Company
Audubon
The Principal Financial Group
Audubon
Todd Nelsen Farms
Audubon
Vetter Equipment
Audubon
West Central
Benton
Agriculture and Land Stewardship Department
Benton
Annette's Styling Hutch
Benton
Area Substance Abuse Council, Inc.
Benton
Atkins Public Library
Benton
Barron Motor Supply
Benton
Belle Plaine Bowl
Benton
Belle Plaine Chiropractic
Benton
Bergeson Masonry LLC
Benton
Care Initiatives
Benton
Carla's Clips
Benton
Cars R us Auto Body Paint & Repair Inc.
Benton
Casey's General Stores
Benton
Cedar Valley Bank & Trust
Benton
Chelsea Savings Bank
Benton
City of Keystone
Benton
City of Urbana
Benton
City of Vinton
Benton
Clickstop
Benton
Department of Human Services
Benton
Department of Transportation
Benton
Des Moines Register

Benton
Fareway Stores
Benton
Frontier National Products
Benton
Garling Construction Inc.
Benton
Grovert Chevrolet
Benton
Hawkeye Area Community Action Program, Inc.
Benton
Hilton Worldwide
Benton
Ideal Industries
Benton
Iowa State University
Benton
John Grieder Motors Inc.
Benton
Kerry Ingredients
Benton
Kids Inc
Benton
Kirkwood CC
Benton
Koop's Auto
Benton
KSS Accounting & Tax Service Inc.
Benton
Manatts
Benton
North Star Community Services
Benton
Precision Sheet Metal Inc
Benton
Shellsburg Public Library
Benton
Styling with Trish
Benton
TCC Materials
Benton
The Principal Financial Group
Benton
Thys Motor Company
Benton
U.S. Bank
Benton
Upper Des Moines Opportunity Inc
Benton
Viking Sewing Center
Benton
VINTON PUBLIC LIBRARY
Benton
Vinton Unlimited
Benton
Vinton-Shellsburg Schools
Benton
Wells Fargo
Black Hawk
1-800-FLOWERS/Flowerama
Black Hawk
1st Judicial District Department of Correctional Services
Black Hawk
AARP Iowa
Black Hawk
ABCM Corporation
Black Hawk
Advanced Heat Treat Corporation
Black Hawk
Afterwards We Care, Inc.
Black Hawk
Agriculture and Land Stewardship Department
Black Hawk
Allan Industrial Coatings
Black Hawk
Allied Barton Security Services
Black Hawk
Alpha Express
Black Hawk
AMVETS POST 49 Career Center
Black Hawk
Area Education Agency 267
Black Hawk
Arnold Motor Supply LLP
Black Hawk
ASI Computer Systems, Inc
Black Hawk
Attorney General
Black Hawk
Auditor of State
Black Hawk
B and B LawnCare, Inc.
Black Hawk
Ball, Kirk & Holm, P.C.
Black Hawk
Barmuda
Black Hawk
Barnes & Noble
Black Hawk
Barron Motor Supply

Black Hawk
BDI - Bearing Distributors Inc
Black Hawk
Beau Monde Boutique and Salon
Black Hawk
Benton's Ready Mixed Concrete, Inc
Black Hawk
Bertch Cabinet Manufacturing, Inc.
Black Hawk
Big Brothers Big Sisters of Northeast Iowa
Black Hawk
Big River Equipment Co., Inc.
Black Hawk
Bill Cowen Ford
Black Hawk
BK Tile
Black Hawk
Black Hawk County Extension Office
Black Hawk
Black Hawk Engineering Inc.
Black Hawk
Blackhawk Automatic Sprinklers, Inc
Black Hawk
Blain's Farm and Fleet
Black Hawk
Blessed Sacrament School
Black Hawk
Bosco Catholic System
Black Hawk
Boubin Tire Company
Black Hawk
Brighthouse
Black Hawk
Burlington Trailways
Black Hawk
Byron Supermarket
Black Hawk
Cabin Coffee Company
Black Hawk
Cadillac Lanes
Black Hawk
Camping World
Black Hawk
Cardinal Construction, Inc.
Black Hawk
Care Initiatives
Black Hawk
Casey's General Stores
Black Hawk
CBE Companies
Black Hawk
Cedar Bend Humane Society
Black Hawk
Cedar Falls Schools
Black Hawk
Cedar Falls Utilities
Black Hawk
Cedar Valley Auto Glass
Black Hawk
Cedar Valley Fish Market
Black Hawk
Cedar Valley Hospice
Black Hawk
Cedar Valley Motors & Collision Center
Black Hawk
Centro Inc.
Black Hawk
CenturyLink
Black Hawk
Chapala Family Mexican Restaurant
Black Hawk
City and National Employment
Black Hawk
City of Cedar Falls
Black Hawk
City of Dunkerton
Black Hawk
City of Hudson
Black Hawk
City of Waterloo
Black Hawk
City of Waterloo Young Arena
Black Hawk
CL Swanson Corporation
Black Hawk
College Square Mall
Black Hawk
Collision Services
Black Hawk
Comprehensive Systems, Inc.
Black Hawk
Control O Fax
Black Hawk
CopyWorks
Black Hawk
Cottonwood Canyon
Black Hawk
CPM Acquisition Corporation
Black Hawk
Dalton Plumbing Heating and Cooling, Inc.

Black Hawk
DC Industries
Black Hawk
Den Herder Veterinary Hospital
Black Hawk
Department for the Blind
Black Hawk
Department of Education
Black Hawk
Department of Human Services
Black Hawk
Department of Inspections and Appeals
Black Hawk
Department of Natural Resources
Black Hawk
Department of Public Health
Black Hawk
Department of Public Safety
Black Hawk
Department of Transportation
Black Hawk
DISABLED Workers, LLC
Black Hawk
Dollar General Waterloo Tower Park
Black Hawk
Dubuque Area Steamatic
Black Hawk
Eastside Ministries
Black Hawk
El Patron Mexican Restaurant
Black Hawk
Express Employment Professionals
Black Hawk
Family Management Credit Counselors, Inc.
Black Hawk
Family Video
Black Hawk
Fareway Stores
Black Hawk
Fastenal
Black Hawk
Ferguson Enterprises, Inc.
Black Hawk
Fiesta Jalisco Family Mexican Restaurant
Black Hawk
Foster's, Inc.
Black Hawk
Four Oaks
Black Hawk
Fraternal Order of Eagles #764
Black Hawk
Game Stop
Black Hawk
Garden of Memories
Black Hawk
Girl Scouts of Eastern Iowa & Western Illinois
Black Hawk
Godfather's
Black Hawk
Greater Cedar Valley Alliance and Chamber
Black Hawk
Green Iowa Americorps
Black Hawk
Harting and Hunemuller Contractors
Black Hawk
Hawkeye CC
Black Hawk
Hawkeye Trucks
Black Hawk
HDM, LLC
Black Hawk
Heating and Cooling Supply
Black Hawk
Hilton Worldwide
Black Hawk
Holiday Inn Express
Black Hawk
Holmes Welding and Fabrication
Black Hawk
Home Instead Senior Care
Black Hawk
Honey Garden Family Restaurant
Black Hawk
HQAA, Inc.
Black Hawk
Hudson Community School District
Black Hawk
Hudson Floral Shop
Black Hawk
Hudson Hardware Plumbing and Heating
Black Hawk
Hudson Printing Company
Black Hawk
Hudson Veterinary Clinic
Black Hawk
Hy-Vee
Black Hawk
HyPro Inc.
Black Hawk
Image Pointe

Black Hawk
International Paper
Black Hawk
Iowa Auto Recyclers Association
Black Hawk
Iowa Select Farms LLP
Black Hawk
Iowa State University
Black Hawk
Iowa Workforce Development
Black Hawk
Island Paradise Tanning & Fitness
Black Hawk
iSmile Orthodontics, P.C.
Black Hawk
Jameson's Public House
Black Hawk
Jensen Floor Coverings
Black Hawk
Jensen's Dairy Queen
Black Hawk
Jesse Cosby Center
Black Hawk
JLL Extended Stay Inn
Black Hawk
John Deere Waterloo Works
Black Hawk
JVA Mobility Inc.
Black Hawk
Kaplan University
Black Hawk
KBBG Radio 88.1 FM
Black Hawk
KJ & Kompany
Black Hawk
Koch Construction
Black Hawk
Kum & Go
Black Hawk
Kwik Star
Black Hawk
KWWL Television, Inc.
Black Hawk
La'James International College
Black Hawk
Labor Ready
Black Hawk
Lederman Bonding Company
Black Hawk
Lederman Clothing Store
Black Hawk
Legends Sports Pub and Grille
Black Hawk
Locker Room
Black Hawk
Manatts
Black Hawk
Manpower, Inc.
Black Hawk
Marquart Concrete Products
Black Hawk
Martin Bros. Distributing Co. Inc
Black Hawk
McDonald Supply
Black Hawk
Me4V
Black Hawk
Mediacom
Black Hawk
Merry Maids
Black Hawk
MidAmerican Energy
Black Hawk
Midtown Development
Black Hawk
Mod Salon
Black Hawk
Mohair Pear
Black Hawk
Moo Roo
Black Hawk
MP Nexlevel, LLC
Black Hawk
Mudd Advertising
Black Hawk
Municipal Pipe & Tool Company
Black Hawk
NAPA Auto Parts
Black Hawk
North East Machine & Tool, Co.
Black Hawk
North Star Community Services
Black Hawk
Northern Iowa Regional Business and Community Services
Black Hawk
Nutri-Ject Systems, Inc.
Black Hawk
Ohana Salon
Black Hawk
Omega Cabinetry

Black Hawk
Operation Threshold
Black Hawk
Papa Murphy's
Black Hawk
Park Road Inn
Black Hawk
People's Community Health Clinic
Black Hawk
Per Mar Security
Black Hawk
Planet Fitness
Black Hawk
Plumb Tech, Inc.
Black Hawk
Power Engineering & Manufacturing, Ltd.
Black Hawk
Powers Manufacturing Company
Black Hawk
Premier Casting Services
Black Hawk
Priority 1
Black Hawk
QPS Employment Group
Black Hawk
Quick Wok
Black Hawk
Randells Stop n Shop
Black Hawk
Red Lobster
Black Hawk
Redfern, Mason, Larsen & Moore, P.L.C.
Black Hawk
Remedy Intelligent Staffing
Black Hawk
Rent-A-Center
Black Hawk
Roger Smith Construction, Inc.
Black Hawk
RPM Motor Company, Inc.
Black Hawk
Ruan Transportation Company
Black Hawk
Ryan's Electrical Services, LLC
Black Hawk
Rydell Chevrolet, Inc.
Black Hawk
Salvation Army Transitional Housing
Black Hawk
Sandee's
Black Hawk
Schmitt Telecom Partners Inc
Black Hawk
School Bus Sales, Co. SBS Trucking
Black Hawk
Silver Eagle Harley Davidson
Black Hawk
Smokers Choice
Black Hawk
Standard Distribution Co
Black Hawk
Steamboat Gardens
Black Hawk
Storey Refinishing
Black Hawk
Subway Downtown
Black Hawk
Surface Solutions
Black Hawk
Tandem Tire & Auto Service
Black Hawk
The Andersons Inc
Black Hawk
The Home Depot
Black Hawk
The Library
Black Hawk
The Other Place - Ridgeway
Black Hawk
The Principal Financial Group
Black Hawk
The Radio Group
Black Hawk
The Rose of Waterloo
Black Hawk
Thomas G. Friedman
Black Hawk
Tyson Foods, Inc.
Black Hawk
U.S. Bank
Black Hawk
UNI Credit Union
Black Hawk
UnityPoint Health
Black Hawk
University Motors
Black Hawk
University of Northern Iowa
Black Hawk
Upper Iowa University-Waterloo Center

Black Hawk
UPS
Black Hawk
Van Meter, Inc.
Black Hawk
Varsity Cleaners
Black Hawk
Veridian Credit Union
Black Hawk
Virota
Black Hawk
Von Maur
Black Hawk
Walgreens
Black Hawk
Walk In Tubs and More
Black Hawk
Waterloo Community Schools
Black Hawk
Waterloo Courier
Black Hawk
Waterloo Leisure Services
Black Hawk
Waterloo Warehousing & Service Co
Black Hawk
Waterloo Wilbert Vault Co.
Black Hawk
Wayne Engineering
Black Hawk
Wells Fargo
Black Hawk
West Music Co., Inc.
Black Hawk
Western Co-op Transport Assn
Black Hawk
Western Home Communities
Black Hawk
Wheaton Franciscan Healthcare
Black Hawk
Wingate By Wyndham Cedar Falls
Black Hawk
Yogart and More Inc/aba Brickhouse
Black Hawk
Young Plumbing and Heating
Black Hawk
Your Sewing Center
Black Hawk
Z & Z Medical Inc
Boone
Agriculture and Land Stewardship Department
Boone
Alliant Energy
Boone
Arnold Motor Supply LLP
Boone
Bank of the West
Boone
Big G's Log Cabin BBQ
Boone
Boone Area Chamber of Commerce
Boone
Boone County Abstract Company
Boone
Capital City Equipment Company
Boone
Casey's General Stores
Boone
CenturyLink
Boone
Chit Chat
Boone
City of Ogden
Boone
Community and Family Resources
Boone
Department of Human Services
Boone
Department of Natural Resources
Boone
Department of Transportation
Boone
Des Moines Area CC
Boone
Fareway Stores
Boone
Flynn Insurance Services, Inc.
Boone
Flynn Real Estate, Inc.
Boone
Hy-Vee
Boone
Instant Karma UC dba The Lucky Pig Pub and Grill
Boone
Iowa State University
Boone
Kruck P-H Co. Inc.
Boone
Kum & Go
Boone
KWB Advisors, Inc.

Boone
MEMBERS1st Community Credit Union
Boone
Mid-America Publishing Corp.
Boone
Monsanto
Boone
Ogden Farm & Feed Center
Boone
Oldcastle Materials Group
Boone
Rail Crew Xpress
Boone
Thermomass
Boone
U.S. Bank
Boone
Vision Bank
Boone
West Central
Boone
YMCA of Greater Des Moines
Bremer
Agriculture and Land Stewardship Department
Bremer
Area Education Agency 267
Bremer
Casey's General Stores
Bremer
Cedar Valley Hospice
Bremer
CenturyLink
Bremer
Cliff's Place
Bremer
CUNA Mutual Group
Bremer
Department of Inspections and Appeals
Bremer
Department of Natural Resources
Bremer
Department of Transportation
Bremer
Fareway Stores
Bremer
Fastenal
Bremer
GMT Corporation
Bremer
Hy-Vee
Bremer
Manatts
Bremer
Mayo Family Care LLC
Bremer
Mediacom
Bremer
Norby Distributing Co.
Bremer
North Star Community Services
Bremer
Schumacher Elevator Company
Bremer
Terex USA LLC
Bremer
The Lincoln Group, Inc.
Bremer
The Principal Financial Group
Bremer
United Equipment Accessories Inc
Bremer
UnityPoint Health
Bremer
Veridian Credit Union
Bremer
Waverly Health Center
Bremer
Waverly Super 8
Bremer
Waverly-Shell Rock High Schools
Bremer
Wheaton Franciscan Healthcare
Buchanan
1st Judicial District Department of Correctional Services
Buchanan
ABCM Corporation
Buchanan
Advanced Family Eye Care
Buchanan
Agriculture and Land Stewardship Department
Buchanan
Bachman Tool & Die Company
Buchanan
Bertch Cabinet Manufacturing, Inc.
Buchanan
Birdnow Dealerships
Buchanan
Bland's Flower Shop & Gifts
Buchanan
Bloom, Inc.

Buchanan
Boubin Tire Company
Buchanan
Bruening Rock Products, Inc.
Buchanan
Buchanan County
Buchanan
Buchanan County Economic Development Corporation
Buchanan
Casey's General Stores
Buchanan
Cedar Valley Hospice
Buchanan
Cedar Valley Wealth Management, Inc.
Buchanan
Citizens State Bank
Buchanan
City of Hazelton
Buchanan
City of Winthrop
Buchanan
Department of Education
Buchanan
Department of Human Services
Buchanan
Department of Inspections and Appeals
Buchanan
Department of Natural Resources
Buchanan
Department of Public Safety
Buchanan
Department of Transportation
Buchanan
Dunlap Motors, Inc.
Buchanan
East Iowa Plastics
Buchanan
Fareway Stores
Buchanan
Fastenal
Buchanan
Four Oaks
Buchanan
Fuelling Chiropractic
Buchanan
Fusion Forward, LLC
Buchanan
Geater Machining and Manufacturing Company
Buchanan
Goodnight in the Morning Communications, Inc. dba The News
Buchanan
Greenley Development
Buchanan
Hawkeye CC
Buchanan
Heartland Agribition Center, Inc.
Buchanan
Hilltop Motors, Inc.
Buchanan
Hunter Auto Sales
Buchanan
Independence Area Chamber of Commerce
Buchanan
Independence Community School District
Buchanan
Independence Federal Bank for Savings
Buchanan
Independence Plumbing, Heating and Cooling, Inc.
Buchanan
Investment Center
Buchanan
Iowa Wall Sawing
Buchanan
Jensen Transport, Inc.
Buchanan
Jesup Community School
Buchanan
Jesup Vet Clinic
Buchanan
Karsten Real Estate & Insurance, Inc.
Buchanan
Kies Carpentry
Buchanan
L & M Radiator, Inc.
Buchanan
Manatts
Buchanan
McGraw's Carpets
Buchanan
Mike's Automotive Services LLC
Buchanan
Monsanto
Buchanan
Moser Preschool and Daycare
Buchanan
Norby Distributing Co.
Buchanan
Norbys Farm Fleet
Buchanan
Office Towne, Inc.

Buchanan
Pinicon Ford Lincoln
Buchanan
Pipestone Veterinary Clinic
Buchanan
Primrose Heating and Air Conditioning
Buchanan
Quest Products, Inc.
Buchanan
RE/Max-Independence Realty
Buchanan
Roberts, Eddy & Lange, P.C.
Buchanan
Ryan Pharmacy
Buchanan
S & K Collectibles
Buchanan
Snow Engineering
Buchanan
The Principal Financial Group
Buchanan
Tyson Foods, Inc.
Buchanan
Veridian Credit Union
Buchanan
Viafield, A Cooperative
Buchanan
Walter Aviation
Buchanan
Wapsie Valley Creamery, Inc.
Buchanan
Wendy Troutman, D.D.S., P.C.
Buchanan
Wheaton Franciscan Healthcare
Buchanan
Young's Painting & Decorating
3/4
Buena Vista
Ag Partners, LLC
3/4
Buena Vista
Agriculture and Land Stewardship Department
3/4
Buena Vista
Al's Corner Oil Co
3/4
Buena Vista
Alta Body Shop
3/4
Buena Vista
Anemometry Specialists
3/4
Buena Vista
Arnold Motor Supply LLP
3/4
Buena Vista
Buena Vista University
3/4
Buena Vista
Casey's General Stores
3/4
Buena Vista
CenturyLink
3/4
Buena Vista
City of Storm Lake
3/4
Buena Vista
Department of Education
3/4
Buena Vista
Department of Human Services
3/4
Buena Vista
Department of Public Safety
3/4
Buena Vista
Department of Transportation
3/4
Buena Vista
Fareway Stores
3/4
Buena Vista
Fastenal
3/4
Buena Vista
First Cooperative Association
3/4
Buena Vista
Game Stop
3/4
Buena Vista
GCC Alliance Concrete, Inc.
3/4
Buena Vista
Goodwill of the Great Plains
3/4
Buena Vista
Gull Wing Industries Inc.
3/4

Buena Vista
Heritage Bank NA
3/4
Buena Vista
Hy-Vee
3/4
Buena Vista
Iowa Lottery Authority
3/4
Buena Vista
Iowa State University
3/4
Buena Vista
KAYL-KKIA Radio
3/4
Buena Vista
Mangold Environmental Testing, Inc.
3/4
Buena Vista
Mediacom
3/4
Buena Vista
Meridian Manufacturing
3/4
Buena Vista
Merrill Manufacturing
3/4
Buena Vista
MidAmerican Energy
3/4
Buena Vista
Monsanto
3/4
Buena Vista
North Lake Manor
3/4
Buena Vista
Northwest Bank
3/4
Buena Vista
Oldcastle Materials Group
3/4
Buena Vista
Prairie Lakes AEA
3/4
Buena Vista
Ranco Fertiliservice, Inc.
3/4
Buena Vista
Rasmussen Ford
3/4
Buena Vista
Rembrandt Enterprises
3/4
Buena Vista
Rust Publishing NWIA
3/4
Buena Vista
Service Master by Rice
3/4
Buena Vista
Sioux Central Community School
3/4
Buena Vista
Storm Lake Community School District
3/4
Buena Vista
The Hillshire Brands Company
3/4
Buena Vista
Tyson Foods, Inc.
3/4
Buena Vista
United Community Health Center
3/4
Buena Vista
Upper Des Moines Opportunity Inc
3/4
Buena Vista
Vetter Equipment
3/4
Buena Vista
Vision Care Associates
Butler
ABCM Corporation
Butler
Agriculture and Land Stewardship Department
Butler
Allan Industrial Coatings
Butler
Allimount Pharmacies
Butler
Aplington-Parkersburg Community Schools
Butler
Blacktop Service Company
Butler
Butler County Development Corporation
Butler
Butler County Resource Center
Butler

Casey's General Stores
Butler
Clayton's Bakery
Butler
Department of Human Services
Butler
Department of Natural Resources
Butler
Department of Transportation
Butler
Dike-New Hartford Community Schools
Butler
Dralle's Department Store, Inc.
Butler
Dumont Pharmacy
Butler
First Security Bank & Trust
Butler
Floyd County Case Management
Butler
Franklin General Hospital
Butler
Iowa Select Farms LLP
Butler
Iowa State University
Butler
Landers Hardware Hank
Butler
Mabel's
Butler
Mid-America Publishing Corp.
Butler
MidAmerican Energy
Butler
Monsanto
Butler
North Iowa Community Action Organization
Butler
Shell Rock Healthcare Center
Butler
Smith's, Etc.
Butler
Waverly Health Center
Butler
Waverly-Shell Rock High Schools
Butler
Wheaton Franciscan Healthcare
Calhoun
Agents, Inc.
Calhoun
Agriculture and Land Stewardship Department
Calhoun
Al's Corner Oil Co
Calhoun
Calhoun Co. Comm. of Veteran Affairs
Calhoun
Casey's General Stores
Calhoun
Department of Corrections
Calhoun
Department of Human Services
Calhoun
Department of Transportation
Calhoun
Dudley Printing Inc.
Calhoun
Kum & Go
Calhoun
Lake City Public Library
Calhoun
Manson NW Webster Community School District
Calhoun
Manson Public Library
Calhoun
Martin Hildreth Company, Inc.
Calhoun
Mid-America Publishing Corp.
Calhoun
MidAmerican Energy
Calhoun
New Cooperative, Inc.
Calhoun
Oldcastle Materials Group
Calhoun
Pizza Ranch
Calhoun
Prairie Valley School District
Calhoun
Rockwell City Public Library
Calhoun
Southern Cal Community Schools
Calhoun
Stewart Memorial Community Hospital
Carroll
Agriculture and Land Stewardship Department
Carroll
Al's Corner Oil Co
Carroll
Aleget Creighton Health
Carroll

American Home Shield
Carroll
AMVC
Carroll
Arnold Motor Supply LLP
Carroll
Badding Construction Company
Carroll
Bank of the West
Carroll
Brink and Sextro
Carroll
Caleris, Inc
Carroll
Carroll Apothecary
Carroll
Carroll Chamber of Commerce
Carroll
Carroll Community Schools
Carroll
Carroll Control Systems Inc.
Carroll
Carroll Coolers, Inc.
Carroll
Carroll County Attorney
Carroll
Carroll County State Bank
Carroll
Carroll County, Iowa
Carroll
Carroll Cycle Center, Inc
Carroll
Carroll Pizza Ranch
Carroll
Casey's General Stores
Carroll
CCCPA Family Resource Center
Carroll
CenturyLink
Carroll
City of Breda
Carroll
City of Carroll
Carroll
City of Glidden
Carroll
City of Manning
Carroll
Computer Transportation Services/CTS Air Services (dba Movelt)
Carroll
Coon Rapids Enterprise
Carroll
Coon Rapids Hardware
Carroll
Coon Rapids Municipal Utilities
Carroll
Coon Rapids-Bayard CSD
Carroll
Country Meats Inc DBA Arcadia Meats
Carroll
Country Stores of Carroll
Carroll
Custom Technology Solutions, Inc
Carroll
Daniels Dozers LLC
Carroll
Dedham Tire & Auto Repair
Carroll
Department of Education
Carroll
Department of Human Services
Carroll
Department of Transportation
Carroll
Derner Electric, Inc
Carroll
Des Moines Area CC
Carroll
Dollar General
Carroll
Fareway Stores
Carroll
Farmers Cooperative Elevator Company
Carroll
Farmland Foods, Inc.
Carroll
Fastenal
Carroll
Forever & Ever, LLC dba Sears Hometown Store
Carroll
GehlPRO Industries, Inc. DBA GehlPRO Welding
Carroll
Glam Salon
Carroll
Herald Publishing-Daily Times Herald
Carroll
Horizon Equipment
Carroll
Hunan Chinese Restaurant
Carroll

Hy-Vee
Carroll
Ike Auen Distributing Co., Inc.
Carroll
IKM-Manning CSD
Carroll
Iowa Corn Processors
Carroll
Iowa State University
Carroll
Iowa Workforce Development
Carroll
Klein Management and Research Inc.
Carroll
Leroy & Son's Inc
Carroll
Linde Equipment Company, Inc.
Carroll
Manning Public Library
Carroll
Manning Regional Healthcare Center
Carroll
Manpower
Carroll
Marketlink Inc
Carroll
Maurices
Carroll
Mediacom
Carroll
Merle Norman
Carroll
MidAmerican Energy
Carroll
MKMB Restaurant Partners LLC. (Burger King)
Carroll
Monsanto
Carroll
Municipal Housing Agency of Manning
Carroll
New Cooperative, Inc.
Carroll
New Fashion Pork
Carroll
New Hope
Carroll
Next Generation Chiropractic
Carroll
Ohde Funeral Home, Inc.
Carroll
Oldcastle Materials Group
Carroll
Pella Corporation
Carroll
Perk Central
Carroll
Precision Detailing
Carroll
Premier Printer Supplies L.L.C
Carroll
Randy Janning Tile & Marble
Carroll
Rasmussen Lumber Company
Carroll
Regional Workforce Development Board
Carroll
Santa Maria Winery
Carroll
Schenkelberg Implement
Carroll
Service Master by Rice
Carroll
Smith Construction
Carroll
Sound and Service
Carroll
Special Moments
Carroll
St. Anthony Regional Hospital & Nursing Home
Carroll
Sunny Brook of Carroll Assisted Living
Carroll
T and B Enterprises DBA Culligan Water Conditioning
Carroll
Templeton Rye
Carroll
The Gilk Company
Carroll
The Graphic Edge
Carroll
Toyne Inc.
Carroll
UTC Aerospace Systems
Carroll
Van Meter, Inc.
Carroll
Verizon Wireless/ Pen Communications
Carroll
West Central
Carroll

West Central Iowa Rural Water Association
Carroll
West Street Market
Carroll
Western Iowa Advantage
Cass
Actively Supporting Individuals with Challenges LLC
Cass
Agriculture and Land Stewardship Department
Cass
Agriland FS, Inc.
Cass
Arnold Motor Supply LLP
Cass
Atlantic Carriers
Cass
Atlantic High School
Cass
Atlantic High School Link Center
Cass
Atlantic HS CCEOC Program
Cass
Atlantic Public Library
Cass
Brockner Karns & Karns Inc.
Cass
Care Initiatives
Cass
Casey's General Stores
Cass
Cass County Memorial Hospital
Cass
Cass County Veterans Affairs
Cass
Cass County, Iowa
Cass
CASS Incorporated
Cass
Cass/Atlantic Development Corp.
Cass
CenturyLink
Cass
City of Anita
Cass
City of Atlantic
Cass
City of Cumberland/Lewis
Cass
Department of Education
Cass
Department of Human Services
Cass
Department of Natural Resources
Cass
Department of Public Safety
Cass
Department of Transportation
Cass
Duke Aerial Inc
Cass
Fareway Stores
Cass
Farm Service Cooperative
Cass
Fastenal
Cass
Global Horizons, LLC
Cass
Griswold High School
Cass
Hy-Vee
Cass
Iowa State University
Cass
Iowa Western CC
Cass
Iowa Workforce Development
Cass
MAHLE Engine Components
Cass
Mediacom
Cass
MidAmerican Energy
Cass
Murphy Heavy Contracting
Cass
Oldcastle Materials Group
Cass
R/T Motors
Cass
Service Master by Rice
Cass
Southwest Iowa Transit
Cass
Subway
Cass
T and B Enterprises DBA Culligan Water Conditioning
Cass
Van Ert Glass
Cass