

**Message: FW: SWA Contact List 01/08/2014**

**Case Information:**

Message Type: Exchange  
 Message Direction: External, Inbound  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:20 PM  
 Item ID: 40861602  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**FW: SWA Contact List 01/08/2014**

**From** Roberts, Thadeus - ETA **Date**  
Thursday,  
January 09,  
2014 11:54  
AM

**To** Young, Amy - ETA; Regalado, Juan - ETA; Avila, Linda - ETA; Buxton, Toni - ETA; Cutter, Bernarda - ETA; Dougherty, Dennis - ETA; Duchman, Nicole - ETA; Engdahl, Kriste - ETA; Heaney, Matthew - ETA; Hernandez, Eric - ETA; Kincannon, George J - ETA; Lonowski, Terri - ETA; Miller, Leo - ETA; Morales, Jesus - ETA; Willis, Toby - ETA; aisiordia@esd.wa.gov; andrew.szilvasi@state.sd.us; angela.balderas@edd.ca.gov; Angelica.Vasquez@wisconsin.gov; Anthony Baker; Benito.Lucio@jfs.ohio.gov; brodriguez@trabajo.pr.gov; billy.green@nccommere.com; brian.clark@wyo.gov; CARL REAVIS; CROMAN@trabajo.pr.gov; carolyn.abraham@vec.virginia.gov; Chang, Yu-Mon; David.Slimp@oesc.state.ok.us; dunnia.aplicano@labor.idaho.gov; edorbal.valentin@ct.gov; Eric.Pierre@dol.state.nj.us; EVELYN CRUZ; Fernando.gutierrez@state.or.us; francisco.cerda@twc.state.tx.us; gale.graves@ded.mo.gov; GEORGE W. SCOTT; arandag@michigan.gov; Gholton@dew.sc.gov; gloria.bostic@state.mn.us; irene.laguna@state.nm.us; janie.claytor-woodson@wv.gov; JBetz@mt.gov; jtavares@kansasccommerce.com; JOHN NEWKIRK; john.newkirk@arkansas.gov; jweirether@state.pa.us; jorge.gomez@gdol.ga.gov; jocasio@detma.org; juan.perez-febles@maine.gov; Keith.F.Badger@nhes.nh.gov; Keyla.Rivero-Rodriguez@state.de.us; lane.j.marks@tn.gov; Laura.Tramontana@labor.ny.gov; louise.dean@alaska.gov; Adasme, Marco [IWD]; MarcosCordova@azdes.gov; mtrammell@dew.sc.gov; Marisela.Garcia@deo.myflorida.com; Mark.N.Olds@hawaii.gov; MHess@lwc.la.gov; michelle.filut@twc.state.tx.us; Rafael.Distasio@dol.state.nj.us; rebecca.guerra@edd.ca.gov; RAHILKE@nvdetr.org; rosa.serrato@dwd.wisconsin.gov; Rosario.Quesada@illinois.gov; ssurface@nd.gov; tkeane@dlt.ri.gov; Thomas.Ukinski@nebraska.gov; tlawhorn@dwd.in.gov; travis.crabtree@alcc.alabama.gov; VANESSA PEREZ; ydeleeeuw@mdes.ms.gov

**Cc** Roberts, Thadeus - ETA

[SWA Contact List Compiled 01-08-2014.xls](#) (203 Kb HTML)

FYI – SWA’s revised contact list.

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**Subject:** SWA Contact List 01/08/2014

Good Morning,

Attached please find the latest SWA Contacts List. Please review the list for changes to your staff that may have taken place recently. Corrections have been made in PINK print to the SWA Contact List based on notifications from the SWAs since the last list (11/19/2013). As always, changes for this list should be emailed to this address.

Thank you,  
Chicago National Processing Center



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**Message: Desk References/Checklists/Brochures****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: 40861496  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**Desk References/Checklists/Brochures**

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[ARS-Employers' Brochure.PY 2014.TR.rtf](#) (2545 Kb HTML) [ARS-Workers' Brochure.PY 2014.TR.rtf](#) (2543 Kb HTML) [Ag-Clearance Order Checklist.PY2014.TR.doc](#) (133 Kb HTML) [ARS H-2A Side\\_by\\_Side Fact Sheet.TR\\_March 2014.doc](#) (437 Kb HTML) [Field Visits Checks Fact Sheet.TR\\_March 2014.doc](#) (409 Kb HTML) [LEARS Reporting System Quick Desk Reference.TR\\_6-7-14.doc](#) (125 Kb HTML) [Outreach Program Fact Sheet.TR\\_6-7-2014.doc](#) (41 Kb HTML) [Significant MSFWs States Fact Sheet\\_TR\\_6-7-14.doc](#) (419 Kb HTML) [JS-COMPLAINT Brochure.English.PY 2013.TR.rtf](#) (6736 Kb HTML) [JS-COMPLAINT Brochure.Spanish.PY 2013.TR.doc](#) (663 Kb HTML)

Good Evening -

Attached are a series of documents - desk references, checklists and brochures, which I created for your benefit and those who are new-comers to the MSFW Monitor Advocate occupation. I created and translated the JS Complaint Brochures in English and Spanish as a guide, and I hope you will find them somewhat useful.

I will send you additional information incrementally so as not to overwhelm you in one email submittal.

Thanks,

*Thadeus Roberts*

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**T**he local American Job Center offers you a full range of employment services. These services include counseling, testing, job training, and referral services which are intended to be sensitive to your interests, needs and skills, as well as to the availability of job and training opportunities.

The local American Job Center can also help you if you have a complaint regarding the Employment Service or regarding violations of employment-related laws.

You may also be eligible for services under the National Farmworker Jobs Program Section 167 funded by the U.S. Department of Labor. These programs are to assist farmworkers and their dependents to obtain and retain agricultural or non-agricultural employment. Ask your local American Job Center about a program nearby.

For help in finding workers through the Agricultural Recruitment System, contact your local American Job Center in your local area.

To locate an American Job Centers in your community, please visit:

<http://www.careeronestop.org/>

### What can the Agricultural Recruitment System do for me?

- Help agricultural employers you find temporary jobs in agriculture and food processing outside your local area (elsewhere in your state and in other states);
- Provide no-cost or public housing for you and your family during the employment period;
- Guarantee wages the first week;
- Ensure that you will be protected by the Federal and State standards for health, safety, wages, and working conditions while on the job; and
- Give you more control over your work life. You will have reliable information on wages, work activities, housing, and transportation before you sign an agreement to the work area.

**Note:** The foregoing benefits and protections apply only to jobs under the ARS when you are unable to return to your residence in the same day. The local American Job Center office may help you find other jobs, agricultural and non-agricultural, in your local area, but these special benefits and protections, such as housing and wage guarantees, do not apply to them.

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**Employment and Training Administration**

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This material will be made available to sensory impaired individuals upon request.

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## The Agricultural Recruitment System: An Agricultural Employer's Guide

**U.S. Department of Labor**

**Employment and Training Administration**

**2014**

### Agricultural Recruitment System (ARS) - What is it?

The Wagner-Peyser Act requires that the United States Employment Service maintain a system for the orderly movement of workers within and between States. Through the ARS, the State Workforce Agencies can systematically recruit and refer qualified workers from within a State and from other States when there is an anticipated shortage of workers. The regulations at [20 CFR §§ 653.500, 503](#) contain the requirements for handling job clearance orders, which request workers for less than one year of employment. They are based on the Department's policy of requiring specific assurances and information in the Agricultural Clearance Orders.

### How does the Agricultural Recruitment System works?

The Agricultural Recruitment System links employers who have temporary agricultural and food processing jobs with workers who need these jobs and are willing to live temporarily away from their local area.

### The process is as follows:

# 1

An employer asks a local American Job Center for help in recruiting temporary agricultural or food processing workers.

# 2

The local American Job Center finds that there is or will be a shortage of qualified and interested workers in the area near the job site.

# 3

An Agricultural Clearance (Recruitment) Order is signed by the employer. It lists:

- The work to be done;
- Wages, benefits, and bonuses, if any;
- Type of housing provided, and any transportation assistance provided.

# 4

The Clearance (Recruitment) Order is sent to local American Job Centers in States where qualified and interested workers are available.

# 5

The local American Job Center representatives actively recruit for qualified and interested workers. Summary information on wages, working conditions, and other matters specified in the job order is given to interested workers. A complete copy of the Order will be provided at the local American Job Center upon request.

# 6

An employer or an employer representative may come to the worker supply area and interview individual workers. This is the usual practice when the employer is a crew leader (registered Farm Labor Contractor).

# 7

Workers agree to accept the job offer and notify a local American Job Center representative.

# 8

The worker checks with a local American Job Center 5 - 9 working days before employment is scheduled to begin. Unless told at this time that the start date has been changed, the worker is guaranteed wages for the first week of employment.

# 9

The worker travels to the work site. The employer may provide some or all of the transportation cost or may actually transport the workers and their families.

# 10

Work begins. The worker is entitled to protection under Federal and state laws relating to wages, working conditions, housing, health and safety. The worker who fulfills the employment contract is eligible for all rights and benefits specified in the Clearance (Recruitment) Order.

## The ARS Provides:

**Housing for you and, when applicable your family**

Employers who recruit through the Agricultural Recruitment System guarantee that no-cost or public housing will be available for workers. If it is the practice in the area, employers must also provide housing for workers' families. This housing must meet Federal and State housing standards.

**Acceptable wages and working conditions**

The wages of workers recruited through the Agricultural Recruitment System may not be less than the highest of (1) the prevailing wage for similar work in the area; (2) the Federal minimum wage, or (3) the applicable State minimum wage.

Working conditions cannot be less than those of similarly employed workers in the area where the jobs are located.

**Guaranteed wages for the first week**

Workers must check with a Local American Job Center 5 - 9 working days before the date work is scheduled to start. If a worker is not informed at this time that the start date has changed, the first week's wages are guaranteed.

**Transportation, in most cases**

Transportation assistance both going to and returning from the job is often provided to workers and their families. However, you should check this out with the Employment Service Office.

Contact your Local American Job Center and find out what work may be available for you through the Agricultural Recruitment System.

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**T**he local American Job Center offers you a full range of employment services. These services include counseling, testing, job training, and referral services which are intended to be sensitive to your interests, needs and skills, as well as to the availability of job and training opportunities.

The local American Job Center can also help you if you have a complaint regarding the Employment Service or regarding violations of employment-related laws.

You may also be eligible for services under the National Farmworker Jobs Program Section 167 funded by the U.S. Department of Labor. These programs are to assist farmworkers and their dependents to obtain and retain agricultural or non-agricultural employment. Ask your local American Job Center about a program nearby.

**For help in finding work through the Agricultural Recruitment System, contact your local American Job Center in your local area.**

**To locate an American Job Centers in your community, please visit:**

<http://www.careeronestop.org/>

### **What can the Agricultural Recruitment System do for me?**

- Help you find temporary jobs in agriculture and food processing outside your local area (elsewhere in your state and in other states);
  - Provide no-cost or public housing for you and your family during the employment period;
  - Guarantee wages the first week;
  - Ensure that you will be protected by the Federal and State standards for health, safety, wages, and working conditions while on the job; and
- Give you more control over your work life. You will have reliable information on wages, work activities, housing, and transportation before you sign an agreement to the work area.

**Note:** The foregoing benefits and protections apply only to jobs under the ARS when you are unable to return to your residence in the same day. The local American Job Center office may help you find other jobs, agricultural and non-agricultural, in your local area, but these special benefits and protections, such as housing and wage guarantees, do not apply to them.

**U.S. Department of Labor**

**Employment and Training Administration**

**200 Constitution Ave. N.W.**

**Washington, DC 20210**

This material will be made available to sensory impaired individuals upon request.

Voice phone: 1-866-4-USA-DOL (1-866-487-2365)

TTY/TDD phone: 1-800-326-2577

## **The Agricultural Recruitment System: An Agricultural Worker's Guide**

**U.S Department of Labor**

**Employment and Training Administration**

**2014**

### **Agricultural Recruitment System (ARS)**

The Wagner-Peyser Act requires that the United States Employment Service maintain a system for the orderly movement of workers within and between States. Through the ARS, the State Workforce Agencies can systematically recruit and refer qualified workers from within a State and from other States when there is an anticipated shortage of workers. These regulations provide the system for agricultural of food processing Clearance Orders which request workers for less than one year of employment. They are based on the Department's policy of requiring specific assurances and information in the Agricultural Clearance Orders.

### **How does the Agricultural Recruitment System work?**

The Agricultural Recruitment System links employers who have temporary agricultural and food processing jobs with workers who need these jobs and are willing to live temporarily away from their local area.

**The process is as follows:**

# 1

An employer asks a local American Job Center for help in recruiting temporary agricultural or food processing workers.

# 2

The local American Job Center finds that there is or will be a shortage of qualified and interested workers in the area near the job site.

# 3

An Agricultural Clearance (Recruitment) Order is signed by the employer. It lists:

- The work to be done;
- Wages, benefits, and bonuses, if any;
- Type of housing provided, and any transportation assistance provided.

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The Clearance (Recruitment) Order is sent to local American Job Centers in States where qualified and interested workers are available.

# 5

The local American Job Center representatives actively recruit for qualified and interested workers. Summary information on wages, working conditions, and other matters specified in the job order is given to interested workers. A complete copy of the Order will be provided at the local American Job Center upon request.

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The worker checks with a local American Job Center 5 - 9 working days before employment is scheduled to begin. Unless told at this time that the start date has been changed, the worker is guaranteed wages for the first week of employment.

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The worker travels to the work site. The employer may provide some or all of the transportation cost or may actually transport the workers and their families.

# 10

Work begins. The worker is entitled to protection under Federal and state laws relating to wages, working conditions, housing, health and safety. The worker who fulfills the employment contract is eligible for all rights and benefits specified in the Clearance (Recruitment) Order.

## The ARS Provides:



#### Housing for you and, when applicable your family

Employers who recruit through the Agricultural Recruitment System guarantee that no-cost or public housing will be available for workers. If it is the practice in the area, employers must also provide housing for workers' families. This housing must meet Federal and State housing standards.

#### Acceptable wage and working conditions

The wages of workers recruited through the Agricultural Recruitment System may not be less than the highest of (1) the prevailing wage for similar work in the area; (2) the Federal minimum wage, or (3) the applicable State minimum wage.

Working conditions cannot be less than those of similarly employed workers in the area where the jobs are located.

#### Guaranteed wages for the first week

Workers must check with a Local American Job Center 5 - 9 working days before the date work is scheduled to start. If a worker is not informed at this time that the start date has changed, the first week's wages are guaranteed.

#### Transportation, in most cases

Transportation assistance both going to and returning from the job is often provided to workers and their families. However, you should check this out with the Employment Service Office.

Contact your Local American Job Center and find out what work may be available for you through the Agricultural Recruitment System.

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Agricultural Clearance Order Checklist		
20 CFR Part 653.501, Subpart F		
Rule Section (s)	√ - Checklist Items	Comments
<b>Required Procedures -</b>		
<a href="#">§653.501(b)</a>	Does the intrastate order or the interstate job order include language of the first two sentences below?	Yes <input type="checkbox"/> No <input type="checkbox"/> <input type="checkbox"/> N/A <input type="checkbox"/>
<a href="#">§653.501(a)</a>	<ul style="list-style-type: none"> <li>• ETA or State agencies are not guarantors of the accuracy or truthfulness of information in the job order submitted by the employer.</li> </ul>	<ul style="list-style-type: none"> <li>• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">§653.501(a)</a></li> </ul>	<ul style="list-style-type: none"> <li>• ETA or State agencies are not a party to any contractual job offer accepted or recruited upon by the JS.</li> </ul>	<ul style="list-style-type: none"> <li>• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">§653.501(a)</a></li> <li>• <a href="#">§658.501(a)(3)</a></li> </ul>	<ul style="list-style-type: none"> <li>• Does the employer's job order contain any material misrepresentation? -- If yes, the procedures of Subpart F of Part 658.501(a)(3), which stipulates that the State agency will initiate procedures for discontinuation of services to employers who are found, through field checks or otherwise, to have either misrepresented the terms and conditions of employment specified on the job order or failed to comply fully with assurances made on the job order.</li> </ul>	<ul style="list-style-type: none"> <li>• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">§653.501(c)</a></li> </ul>	<ul style="list-style-type: none"> <li>• Did the local office or State agency review the job order for workers to perform agricultural or food processing work before placing it in the intrastate or interstate clearance?</li> </ul>	<ul style="list-style-type: none"> <li>• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">§653.501(d)(1)</a></li> </ul>	<ul style="list-style-type: none"> <li>• Does the job order contain any unlawful and discriminatory specifications relating to race, color, religion, national origin, age, sex, mental or physical status unrelated to job performance (handicap)?</li> </ul>	<ul style="list-style-type: none"> <li>• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">§653.501(d)(2)(v)</a></li> </ul>	<ul style="list-style-type: none"> <li>• Did the employer sign the job order and does it include the terms and conditions of the employment such as: (i) The crop; (ii) The nature of work; (iii) The period and hours of employment; (iv) The anticipated start and end date of employment, including the anticipated number of days and hours per week that work will be available; and (v) Assurance?</li> </ul>	<ul style="list-style-type: none"> <li>• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">§653.501(d)(2)(v)</a></li> </ul>	<ul style="list-style-type: none"> <li>• Does the employer provide referred workers with the number of hours worked for the week beginning with the anticipated date of need, unless the employer changed the date of need at least <b>10 working days</b> prior to the original date of need by notifying the order-holding office?</li> </ul>	<ul style="list-style-type: none"> <li>• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">§653.501(d)(2)(vi)</a></li> </ul>	<ul style="list-style-type: none"> <li>• Does the job order contain the hourly wage rate or the piece rate estimated in hourly wage rate equivalents for each activity and unit size?</li> </ul>	<ul style="list-style-type: none"> <li>• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">§653.501(d)(2)(vii)</a></li> </ul>	<ul style="list-style-type: none"> <li>• Does the job order contain any deductions to be made from wages?</li> </ul>	<ul style="list-style-type: none"> <li>• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">§653.501(d)(2)(viii)</a></li> </ul>	<ul style="list-style-type: none"> <li>• Does the job order contain a specification of any non-monetary benefits to be provided by the employer?</li> </ul>	<ul style="list-style-type: none"> <li>• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">§653.501(d)(2)(ix)</a></li> </ul>	<ul style="list-style-type: none"> <li>• Does the job order contain any of the following: (1) hours, days or weeks for which work is guaranteed, and, for each guaranteed week of work except as provided in paragraph (d) (2) (v) of this section, and (2) the exclusive manner in which the guarantee may be terminated due to weather conditions or other acts of God beyond the employer's control?</li> </ul>	<ul style="list-style-type: none"> <li>• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li>• <a href="#">§653.501</a></li> </ul>	<ul style="list-style-type: none"> <li>• Does the job order contain any bonus or work incentive</li> </ul>	<ul style="list-style-type: none"> <li>• Yes</li> </ul>

(d)(2) (x)	payments or other expenses which will be paid by the employer in addition to the basic wage rate, including the anticipated time period(s) within which such payments will be made?	<input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
<ul style="list-style-type: none"> <li>• §653.501 (d)(2) (x)</li> </ul>	<ul style="list-style-type: none"> <li>• Does the job order contain language specifying that bonus or work incentive payments will not be made contingent upon the worker continuing employment beyond the period of employment specified in the job order or, in the case of any worker with children, beyond the time needed to return home for the beginning of the school year?</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Yes</li> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> N/A</li> <li><input type="checkbox"/></li> </ul>
<p>• <b>Required Assurances</b></p>		
<ul style="list-style-type: none"> <li>• §653.501 (d)(2)(v)(A) – F)</li> </ul>	<ul style="list-style-type: none"> <li>• Does the job order include assurance language indicating that:</li> <li>A. The employer will provide workers, referred through the clearance system, with the number of hours worked for the week beginning with the anticipated date of need, unless the employer amended the date of need at least <b>10 working days</b> prior to the original date of need by notifying the order-holding office. The State agency must make a record of this notification and must attempt to inform referred migrant workers of the change;</li> <li>B. All workers, farm labor contractors on behalf of migrant workers or family heads on behalf of migrant family members, referred through the clearance system must be notified to contact a local job service office, preferably the order-holding office, to verify the date of need cited <u>no sooner than 9 working days</u> and <u>no later than 5 working days</u> prior to the original date of need cited on the job order. Failure to do so will disqualify the referred migrant worker from the assurance provided in paragraphs (a) and (d) of this section;</li> <li>C. If the worker referred through the clearance system contacts a local office (in any State) other than the order holding office, that local office must assist the referred worker in contacting the order holding office on a timely basis. Such assistance must include, if necessary, contacting the order holding office by telephone or other timely means.</li> <li>D. If the employer fails to notify the order-holding office at least 10 working days prior to the original date of need, the employer must pay eligible (pursuant to paragraph (b) of this section) workers the specified hourly rate of pay, or in the absence of a specified hourly rate of pay, the higher of the Federal or State minimum wage for the first week starting with the originally anticipated date of need.</li> <li>E. Employers may require workers to perform alternative work if the guarantee in this section is invoked and if such alternative work is stated on the job order.</li> <li>F. For the purposes of this assurance, "working days" must mean those days that the order-holding local office is open for public business.</li> </ul>	G. H. I. Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> J. K. L. M. N. O. P. Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> Q. R. S. T. U. V. W. X. Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> Y. Z. AA. AB. Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> AC. AD. AE. AF. AG. AH. Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>

		AI. AJ. Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> AK.
AL. §653.501 (d)(2) (xi)	<ul style="list-style-type: none"> <li>Does the job order contain an assurance that no extension of employment, beyond the period of employment specified in the job order, will relieve the employer from: (1) paying the wages already earned, or if specified in the job order as a term of employment, (2) providing transportation or paying transportation expenses to the worker's home?</li> </ul>	<ul style="list-style-type: none"> <li>Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li>§653.501 (d)(2) (xii)</li> </ul>	<ul style="list-style-type: none"> <li>Does the job order contain an assurance that the working conditions comply with applicable Federal and State minimum wage, child labor, social security, health and safety, farm labor contractor registration and other employment-related laws?</li> </ul>	<ul style="list-style-type: none"> <li>Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li>§653.501 (d)(2) (xiii)</li> </ul>	<ul style="list-style-type: none"> <li>Does the job order contain an assurance that the employer will quickly notify the order-holding local office or State agency by telephone immediately upon learning that a crop is maturing earlier or later, or that weather conditions, over-recruitment or other factors have changed the terms and conditions of employment?</li> </ul>	<ul style="list-style-type: none"> <li>Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li>§653.501 (d)(2) (xiv)</li> </ul>	<ul style="list-style-type: none"> <li>Does the job order contain an assurance that the employer, if acting as a farm labor contractor ("FLC") or farm labor contractor employee ("FLCE"), has a valid FLC certificate or FLCE identification card?</li> </ul>	<ul style="list-style-type: none"> <li>Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li>§653.501 (d)(2) (xv)</li> </ul>	<ul style="list-style-type: none"> <li>Does the job order contain an assurance of available no cost or public housing that meets the Federal standards, and which is sufficient to house the specified number of workers requested through the clearance system?</li> <li><b>(Note -- This assurance must cover the availability of housing for only those workers, and, when applicable, family members who are unable to return to their residence the same day).</b></li> </ul>	<ul style="list-style-type: none"> <li>Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li>§653.501 (d)(2) (xvi)</li> <li><a href="#">§653.107</a></li> </ul>	<ul style="list-style-type: none"> <li>Does the job order contain an assurance that outreach workers must have reasonable access to the workers in the conduct of outreach activities pursuant to §653.107?</li> </ul>	<ul style="list-style-type: none"> <li>Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li>§653.501 (d)(3)</li> </ul>	<ul style="list-style-type: none"> <li>Does the job order contains all the terms and conditions of the job, and does the employer assure that all items in the job order are actual conditions of the job by signing the following statement? -- <b>"This job order describes the actual terms and conditions of the employment being offered by me and contains all the material terms and conditions of the job."</b></li> </ul>	<ul style="list-style-type: none"> <li>Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li><a href="#">§653.501 (d)(4)</a></li> </ul>	<ul style="list-style-type: none"> <li>Are the wages and working conditions, offered by the employer, not less than the prevailing wages and working conditions among similarly employed agricultural workers in the area of intended employment or the applicable Federal or State minimum wage, whichever is higher?</li> <li><b>(Note - If the wages offered are expressed as piece rates or as base rates and bonuses, the employer must make the method of calculating the wage and supporting materials available to JS staff who must check if the employer's calculation of the estimated hourly wage rate is reasonably accurate and is not less than the prevailing wage rate...)</b></li> </ul>	<ul style="list-style-type: none"> <li>Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li>§653.501 (d)(5)</li> </ul>	<ul style="list-style-type: none"> <li>Has the employer agreed to provide or pay for the transportation of workers and their families on at least the same terms as transportation commonly provided by employers in the area of employment to workers and their families recruited from the same area of supply?</li> </ul>	<ul style="list-style-type: none"> <li>Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></li> </ul>
<ul style="list-style-type: none"> <li><a href="#">§653.501 (d)(6)</a></li> <li>.</li> </ul>	<ul style="list-style-type: none"> <li>Have JS staff determined, through a preoccupancy housing inspection performed by JS staff or other appropriate public agencies, that the housing assured</li> </ul>	<ul style="list-style-type: none"> <li>Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</li> </ul>



• <a href="#">§654.400</a>	by the employer is available, and meets applicable housing standards set forth in 20 CFR part 654, subpart E? • <b>(Note</b> -- Except that mobile range housing for sheepherders must meet existing Departmental guidelines).	<input type="checkbox"/>
• §653.501 (d)(7)	• Have the local office and employer attempted to obtain sufficient workers within the local labor market area, and have not been able, or the local office anticipates a shortage of local workers?	• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
• §653.501 (e)(2)	• Have the State agency and employer attempted to obtain sufficient workers within the State, and have not been able, or the State anticipates a shortage of workers within the State?	• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
• §653.501 (e)(3)	• Has the job order been reviewed and approved by the ETA Regional Office, within 10 working days after receipt from the State agency, and has the Regional Administrator approved the areas of supply to which the order must be extended. • <b>(Note</b> - Any denial by the Regional Administrator must be in writing and provide the reasons for denial).	• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
• §653.501 (f)(1)	• Has the local office completed all the necessary items on the agricultural clearance form, including items on attachments to the form prescribed by ETA?	• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
• §653.501 (f)(2)(i)(A - D)	• Did the local office distribute copies of the clearance order and all attachments to: (A) One to each of the State agencies selected for recruitment; (B) One copy to each applicant-holding ETA regional office; (C) One copy to the order-holding ETA regional office; and (D) One copy to the Regional Farm Labor Coordinated Enforcement Committee in the area of employment?	• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
• §653.501 (f)(2)(ii)	• Did the applicant-holding offices provide the referred workers with a checklist of the wages, working conditions and other material specifications on the job order in English and Spanish, and notified the worker that a copy of the order is available for inspection?	• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
• §653.501 (f)(2)(iii)	• Did the applicant-holding office provide each referred worker with a copy describing workers' rights?	• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
• §653.501 (g)	• Did the intrastate or interstate order seeking workers to perform agricultural or food processing work for a specific farm labor contractor or worker preferred by the employer meet the JS non-discrimination criteria?	•
• §653.501 (h)	• Did the designated MSFW bilingual office or office with bilingual staff (English-Spanish) provide workers with checklists of wage payment schedules, working conditions and other material specifications of the job order in English, Spanish or any other language as necessary?	• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
• §653.502 (a)	• Have adjustments arrangements been made for crews' families due to changed circumstances (pre-maturing crop, changing weather conditions etc.) affecting crews and families scheduled through the JS clearance system?	• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
• §653.502 (b)	• Have the State agencies document notifications made by employers and contacts made by individual migrant workers or crew leaders to verify the date of need when there is a delay in the date of need? See <a href="#">§653.501(d)(2)(v)</a> for procedures required of employers and workers.	• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
• §653.502 (c)	• Have the involved State agencies made every effort to place the workers in alternate job opportunities as soon as possible, especially if the worker(s) is/are already enroute or at the job site, if the weather conditions, over-recruitment or other conditions eliminated scheduled job opportunities?	• Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>

• (Note - JS staff must keep records of actions).

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Side by side comparison of ARS System and H-2A job Order Process  
Fact Sheet

ARS Job Order  20 CFR 653.500  Agricultural Clearance Order Activity	H-2A Job Order  20 CFR 655.121
<ul style="list-style-type: none"> <li>The employer determines the need for workers.</li> </ul>	<ul style="list-style-type: none"> <li>The employer determines the need for workers.</li> </ul>
<ul style="list-style-type: none"> <li>The employer places a job order at the local SWA (American Job Center). No limit on days prior to date of need.</li> </ul>	<ul style="list-style-type: none"> <li>The employer places a job order (ETA Form 790) at the local SWA (American Job Center) 75 to 60 days before date of need.</li> </ul>
<ul style="list-style-type: none"> <li>SWA commences recruitment of U.S. workers. If labor needs are not met through a local job order, <b>employer should be advised of the option to clear the Order to other local offices within the State</b> (Intrastate Clearance Order) <b>20 CFR part 653.500, subpart F</b></li> </ul>	<ul style="list-style-type: none"> <li>SWA review. (1) The SWA will review the contents of the job order for compliance with the requirements specified in <b>20 CFR part 653.500, subpart F</b> (only as it relates to assurances).</li> <li>The SWA accepts job order, sends a copy of job order back to employer, and begins testing the domestic labor market by conducting applicant searches and making appropriate referrals of US workers to employer.</li> </ul>
<ul style="list-style-type: none"> <li>If labor needs are not met statewide, the SWA, <b>with employer authorization</b>, will submit the Intrastate Job order to its respective DOL's Employment and Training Administration (ETA) Regional Office for their review as an Intrastate Clearance Order.</li> <li>Worker housing must be inspected and approved by the appropriate agency as a condition of clearing the job order as an Intrastate Order.</li> </ul>	<ul style="list-style-type: none"> <li>If labor needs are not met through a local job order, employer submits 9142, Application for Temporary Employment Certification and a copy of the ETA Form 790. A completed <i>Application for Temporary Employment Certification</i> must be filed <b>no less than 45 calendar days before the employer's date of need.</b></li> </ul>
<ul style="list-style-type: none"> <li><b>The ETA Regional Offices reviews and approves or disapproves the Order, and determines the areas of supply to which the Order shall be extended if it is approved.</b></li> </ul>	<ul style="list-style-type: none"> <li><b>If upon review of the Application for Temporary Employment Certification and the job order and all other relevant information, the OFLC Certifying Officer (CO) concludes that the job order is acceptable, the CO will direct the SWA to place the job order into intrastate and interstate clearance and otherwise process the Application in accordance with the procedures contained in §655.134(c).</b></li> </ul>
<ul style="list-style-type: none"> <li>The SWA sends the Order to ETA designated states(s) where qualified workers may be available.</li> </ul>	<ul style="list-style-type: none"> <li><b>The CO promptly will upload job order to the new Job Registry. <a href="http://icert.doleta.gov/">http://icert.doleta.gov/</a></b></li> </ul>
<ul style="list-style-type: none"> <li><b>The State Applicant holding offices begin recruitment.</b></li> </ul>	<ul style="list-style-type: none"> <li>The SWA must keep the job order on its active file until the end of the recruitment period, as set forth in §655.135(d), and must refer each U.S. worker who applies (or on whose behalf an Application for Temporary Employment Certification is made) for the job opportunity. <b>Job order remains opened until 50% of the contract period.</b></li> </ul>



**FIELD VISITS vs FIELD CHECKS****FACT SHEET****Field Visits**

The employer must assure that the SWA staff, including outreach staff, will be afforded reasonable access to the employer's premises to:

- a. Talk with the farm workers and the employer.
- b. Verify compliance with the terms and conditions of employment specified in the Clearance Order.

**Field Checks****SWA Responsibilities:**

- a. The SWA must conduct random and unannounced field checks of agricultural worksites where workers have been placed on Clearance Orders.
- b. The SWA conducts worksite visitation(s) and interviews workers and employers to determine and document that the terms and conditions of employment are met.
- c. Informal resolutions on observed violations must be made by the SWA within five working days. If the violations remain unresolved, discontinuation of services procedures should be initiated pursuant to the regulations at 20 CFR 658.502.

**Linkages with other Enforcement Agencies**

- a. Formal or informal arrangements with appropriate State and Federal enforcement agencies are made to coordinate compliance reviews in agricultural worksites and report employment-related violations.
  - b. The SWA focuses particularly on field checks in areas not addressed by enforcement agencies.
-



**LEARS Reporting System Quick Desk Reference/Checklist**

**LOG IN PROCESS** - Password and PIN for Labor Exchange Agriculture Reporting System (LEARS)

The Employment and Training Administration has developed an easy to use web-based reporting system for the electronic submission of ETA Form 5148, Services to Migrant Seasonal Farmworkers (MSFW).

- To obtain a **Password** and **PIN number** the State should contact the Regional Monitor Advocate (RMA).
- The RMA will contact [Appsupport.ebss@dol.gov](mailto:Appsupport.ebss@dol.gov) to obtain new login credentials or request a change of Login ID and, PIN number from Appsupport EBSS.
- The State's **Password** and **PIN** number will be assigned by [Appsupport.ebss@dol.gov](mailto:Appsupport.ebss@dol.gov) .
- The State must always use the **exact User ID**. (Email address) as provided to Appsupport – e.g.: If you provided [MyName@MyState.gov](mailto:MyName@MyState.gov) and the State also use [myname@mystate.gov](mailto:myname@mystate.gov) – the States must use the email with caps for LEARS User ID.
- For other details on logging into the LEARS, please refer to the **LEARS User's Guide**.
- For Program reporting questions, please contact your **Regional Monitor Advocate** directly.
- For technical questions related to the web-based system, error messages and other technical issues, please send an email with a screen print copy of the exact **error message** to your respective Regional Monitor Advocate.

**TROUBLE SHOOTING** - Certifying Reports, Error Messages, Unable to Enter Current Quarter Data

- **Issues with Certifying Reports** - If States or RMAs experience issues certifying reports or if you receive error messages, please check your figures and be certain past quarter reports have been accepted and certified by SMAs and RMAs respectively.
- To **certify** that the data is accurate and ready for release to the Regional/National Office, the **PIN number assigned must be entered after data entry is completed**.
- In your LEARS Report Part 1 at A - Outreach Services – of the Cumulative Column, Items 2 and 3, you **must** enter the **cumulative number of contacts** instead of the **number of contacts made based on the current quarter**. The system should automatically calculate your percentage amount in Part 4 – the Actual Level Column - Data Item 6 – Outreach Contacts per staff day worked – Example:

**Example: (4828/165=29.26) –**

**Services to Migrant and Seasonal Farmworkers Reports**

(Part 1)

	Previous Cumulative Reported	Report Period	Cumulative
<b>A - Outreach Services</b>			
2. Number of MSFW in the State Contacts by ES Staff			4828
3. Number of (outreach) Staff Days by ES Staff			165

2

**Services Provided Migrant and Seasonal Farmworkers**

**Minimum Service Level Indicators**

(Part 4)

DATA ITEMS	Compliance	Actual	Actual	Actual	Yes	No
	Level	Level	Denominator	Numerator		
		%				
6. Outreach contacts per staff day worked	5	29	0	0	•	

Please note that yearly cumulative data must be entered in the column normally reserved for quarterly data. This will allow ETA to capture cumulative Program data without having to request that each state go back and complete reports for quarters one, two and three.

- If you encounter Error Messages that prevents you from entering data, please email a copy the entire message to your Regional

Monitor Advocate who will forward it to Appsupport.

- To be certain the problem does not originate from your end, please follow these steps for data entry in your LEARS 5148 reporting:

- I. Program Years (PYs) **must** be filed (**certified**) in chronological order.
- II. Quarters (within PYs) **must** be filed and certified in chronological order.
  - 1) Part 1 – Enter data and click **SAVE**.
  - 2) Part 2 – Enter data and click **SAVE**.
  - 3) Part 3 – Enter data and click **SAVE**.
  - 4) Part 4 – Enter data and click **SAVE and enter PIN to CERTIFY**.

In order to resolve previous PYs entry challenges and proceed to the subsequent PY data entry, the states need to go back and complete the reporting process by entering, saving and certifying the data to facilitate entering data for the next quarter.

The key word here is (if it is not a LEARS' in-house technical problem), then:

--- ENTER DATA + SAVE + CERTIFY (PIN to CERTIFY) = SUCCESSFUL ENTRY!

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## Services to Migrant and Seasonal Farmworkers Reports (Part 1)

### EXPLANATION

**A. Outreach Services (653.107):** This section serves to document outreach services performed by ES and coordinating agency staff. Services rendered via "contacts" as defined in 653.107(j) during a normal "staff day" which is defined as an 8-hour workday. The number of contacts made and the staff days enumerated in this section should reflect a quantitative and qualitative response to the estimated number of MSFWs in the State.

**1. Enter the best estimate of the peak number of MSFWs in the State** during the current period as determined by ES and coordinating agency staff.

**2. Enter the number of MSFWs who were contacted through outreach activity.**

**3. Enter the total number of staff days during which ES performed MSFW outreach activities.** NOTE: A staff day is defined as an 8-hour day; round off hours to the nearest quarter staff day. Example, 7.5 hours rounds off to one staff day, 3 hours rounds off to ½ staff day.

**4. Enter the number of MSFWs who were contacted** and provided information on available ES services by cooperating agencies.

**5. Enter the approximate number of staff days cooperating agencies performed outreach services to MSFWs.**

**B. Monitoring System (20 CFR 653.108 (g)):** This section provides information on the number of State/Federal monitoring reviews of local offices to determine compliance with regulations.

**1. Enter the number of local offices,** which serve a significant number of MSFWs and have been identified as "significant local offices" per ETA list. This number remains constant during the PY.

**a. Enter the number of significant local offices reviewed.**

**2. Enter the total number of non-significant local offices reviewed.**

**C. Referral of Apparent Violations (20 CFR 653.113):** Regulations require the documentation of all suspected violations of employment-related laws. This section enumerates those suspected violations, which affect MSFWs, are document and forwarded to the local office manager, and referred to the appropriate enforcement agency for final resolution.

**1. The total number of ES related Apparent Violations [653.113(b)]** affecting MSFWs referred to enforcement agencies will be auto-filled from the data entered below:

**a. Enter number referred to ESA**

**b. Enter number referred to OSHA**

**c. Enter number referred to Other**



2. The total number of non-ES related Apparent Violations [653.113(c)] affecting MSFWs referred to enforcement agencies will be auto-filled from the data entered below:

a. Enter the number referred to ESA

b. Enter the number referred to OSHA

c. Enter the number referred to Other

D. Agricultural Clearance Orders (20 CFR 653.503): This section covers agricultural clearance orders and violations found through the field check process. Field checks are conducted on a significant number of agricultural worksites to which "domestic" worker placements have been made through an interstate or intrastate clearance order.

1. The total number of agricultural orders cleared will be auto-filled from the data entered below:

a. Intrastate. Enter the number of INTRASTATE agricultural orders cleared.

b. Interstate. Enter the number of INTERSTATE agricultural orders cleared.

c. H-2A related. Enter the number of H2A related agricultural orders cleared.

The total number of "domestic" workers referred for placement to the agricultural job orders will be auto-filled from the data entered below:

a. Intrastate. Enter the number of workers referred to the INTRASTATE orders.

b. Interstate. Enter the number of workers referred to INTERSTATE orders.

c. H-2A related. Enter the number of workers referred to the H2A orders.

2. Enter the number of orders on which field checks were conducted.

3. The number of job orders where violations were found as a result of field checks will be auto-filled from the data entered below:

a. Enter the number of job orders where violations were found and corrected through informal resolution between the employer and ES.

b. The number of job orders where violations found were found and referred will be auto-filled from the data entered below:

(1) Enter the number of orders where violations were referred to ESA

(2) Enter the number of orders where violations were referred to OSHA

(3) Enter the number of orders where violations were referred to Other "agencies."

4. Enter the number of employers against whom discontinuation of service proceedings were initiated as a result of violations found through field checks.

E. USES Complaint System: This section provides data on the effectiveness of the State agency complaint system established according to 20 CFR 658, subpart E. An ES complaint is a representation made to a State or local ES office of a violation of the regulations and/or other Federal, State or local law. All complaints handled in this system will be reported according to 20 CFR 658, Subpart E. Due to regulatory requirements, a compliant must be designated as MSFW or non-MSFW when reported.

1. Total Complaints received: The total number of complaints received, regardless of MSFW or ES designation, will be auto-filled from the data entered below:

a. Enter the number of MSFW designated and ES related complaints received.

b. Enter the number of MSFW designated and non-ES related complaints received.

c. Enter the number of non-MSFW and ES related complaints received.

d. Enter the number of non-MSFW and non-ES related complaints received.

2. Number of MSFW ES-related complaints referred: The total number of MSFW, ES related complaints referred to enforcement agencies will be auto-filled from the data entered below:

On lines a. through c. enter the number of MSFWs; ES related complaints referred to the relevant agencies.

3. The total number of non-MSFW, ES related complaints referred to the enforcement agencies will be auto-filled from the data entered below:

On lines a. through c. enter the number of non-MSFWs; ES related complaints referred to the relevant agencies.

4. The total number of MSFW, non-ES related complaints referred to enforcement agencies will be auto-filled from the data entered below:

On lines a. through c. enter the number of MSFW; non-ES related complaints referred to the relevant agencies.

5. Enter the total number of MSFW, ES related complaints which remain unresolved 45 days after the date of receipt, and on active status as of the end of the reporting period.

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**Nature of Problem/Accomplishments  
(Part 2)**

EXPLANATION	
<b>A.</b>	<b>Services to MSFWs</b>
This section is provided to allow the state the opportunity to summarize any problems or accomplishments achieved with regard to MSFW program.	
1.	<u>Outreach</u> . Summarize pertinent information pertaining to Outreach activity conducted by local office or central office staff on behalf of the Outreach Program
2.	<u>Monitoring</u> . List the names of the offices visited and the dates of review or field checks conducted during the quarter.
3.	<u>Referral of violations</u> . Summarize any problems encountered with regard to complaints referred for investigation to enforcement agencies.
4.	<u>Field Checks on Clearance Orders</u> . Enter any major problems found during the field checks.
5.	<u>MSFW Complaints</u> . Enter any major problems highlighted by MSFWs under the ES Complaint system.
<b>B. Program Performance</b>	
<u>Local Office Visits</u> . Enter the names of offices visited to provide technical assistance to improve MSFW program services.	
<b>C. Other</b>	
Summarize any other pertinent MSFW information that was not covered above.	

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**Service Provided Migrant and Seasonal Farmworkers  
Equity Ratio Indicators  
(Part 3)**

EXPLANATION	
This section tracks the five controlled equity indicators showing service provided to MSFWs and non-MSFWs. All States are required to complete this form and achieve the equity level. All numbers are based on total applications. Achieving equity occurs when the ratio of MSFWs over non-MSFWs is greater than or equal to one. The indicators labeled "career guidance" and "job development contacts" are based solely on information in complete applications.	
<u>A.</u>	Enter the number and percentage of MSFW and non-MSFW applications.
1.	Enter the number of MSFWs who were referred to jobs. Proceed with # of non-MSFWs referred to jobs.
2.	Enter the number of MSFWs who were provided with some service. Proceed with the #



	of non-MSFWs provided with some service.
3.	Enter the number of MSFWs referred to supportive services. Proceed with the # of non-MSFWs referred to supportive services.
4.	Enter the number of MSFWs provided with career guidance. Proceed with the same information for non-MSFWs.
5.	Enter the number of MSFWs for whom job development contacts were made. Proceed with the same information for non-MSFWs.
	The number of equity indicators met will be auto calculated. States are required to meet at least four out of the five equity indicators.

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### Services Provided Migrant And Seasonal Farmworkers Minimum Service Level Indicators (Part 4)

#### EXPLANATION

**Minimum Service Level Indicators:** This section analyzes the minimum service level indicators established to ensure that MSFWs received the required employment services. All States are requested to complete this form. However, pursuant to 20 CFR 653.112(c), only the 20 most MSFW significant States are required to meet compliance levels. Significant States are required to meet at least four out of the seven minimum service level indicators each quarter.

**ITEMS 1 - 5**

Under the actual level column, insert the State's accomplishments. This should be expressed in a percentage. The compliance level will be automatically set to the correct default setting.

**1. Placed in a Job** Calculate the percentage of registered MSFWs that were placed in a job. (For example, if 1,000 MSFWs were registered and 900 were placed in employment, you would enter 90% in the Actual Level column corresponding to "Placed in a Job.") The Compliance level is 42.5%.

**2. Placed in a Job \$.50 above the Minimum Wage** Calculate the percentage of registered MSFWs that were placed in a job paying \$.50 above the Minimum Wage. (For example, if 1,000 MSFWs were registered and 150 were placed in jobs paying \$.50 above the minimum wage, you would enter 15% in the Actual Level column. The Compliance level is 14%.

**3. Placed in a Long-Term non Agricultural Job** Calculate the percentage of registered MSFWs that were placed in a non-agricultural job with duration of more than 150 days.

**4. Review of Significant Local Offices.** According to Federal regulations at 20 CFR 653.108(g)(3), States with significant local offices must monitor and review all those offices at least once every year unless monitored by Federal staff. Therefore the Compliance level is 100% of local offices reviewed. Under "actual level," enter the percentage of the State's significant local offices reviewed up through the period being reported. The names and dates of local office reviews should be indicated on the narrative portion of report.

**5. Field Checks:** These are required on at least 25% of the clearance orders in which "domestic" worker placements are made. (20 CFR 653.503).

**ITEMS 6 - 7**

**6. Outreach Contacts:** A minimum of five contacts per staff day should be performed by outreach workers. An eight hour workday is considered a staff-day (20 CFR 653.107). Actual levels should equal the number of MSFW contacts made cumulatively divided by number of (outreach) staff days worked cumulatively (Part I Items A2 divided by A3 in the column labeled cumulatively) rounded to the nearest whole number. For example, 879 contacts were made in 19 staff-days is 46.2 or 46 contacts per staff day worked. If the number is 46.7 for example, then it is rounded to 47.

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**7. Timely processing of complaints:** Minimal compliance levels must reflect timeliness as prescribed by 20 CFR 658.400. Actual levels are cumulative of unresolved complaints at the end of each reporting period. No more than 10% of all ES-related complaints should be left unresolved after 45 days from the date received, unless the complaints were referred to an enforcement agency and are only awaiting a hearing or determination. Therefore the Compliance level is 90% of complaints resolved within 45 days.

## Outreach for MSFW Fact Sheet

### 20 CFR §653.107(a)

#### Outreach for MSFWs

The federal regulations stipulate that any workforce center where Migrant and Seasonal Farmworkers are accounted for 10% or more of annual applicants and those local offices which the Administrator determines should be included due to special circumstances such as an estimated large number of MSFWs in the local office service area. In no event must the number of significant MSFW local offices be less than 100 offices on a nationwide basis.

#### Outreach Program

The Outreach Program is required to locate and contact **MSFWs** who are not being reached by the normal intake activities of the local Workforce Center. The purpose of the Outreach Program is to enhance the employability of **MSFWs** and provide supportive services.

The goals of the Outreach Program are to:

- Provide basic services where **MSFWs** work, live, or gather for recreational purpose;
- Inform **MSFWs** of the full array of services available at the Workforce Center; and
- Provide needed supportive services and referral to other service providers.

#### Significant Centers

In addition to the required services that have been previously outlined, certain Workforce Centers must conduct outreach to **MSFWs**. These centers are designated as *Significant Centers*. A *Significant Center* is a Workforce Center where **MSFW** job registrants comprise at least ten percent, or more, of the total job applicants registered during the previous Program Year (July to June). If the Department of Labor determines the Workforce Center is a *Significant Center*, then the center must provide an outreach program.

#### Outreach Worker Roles and Responsibilities

In most Workforce Centers that are designated as Significant Centers, the Outreach Worker is a full time position. The Outreach Worker has a number of responsibilities. Below is a brief list of the roles and responsibilities:

1. Contact and locate the MSFWs where they work and live;
  2. Observe the work and living conditions;
  3. Explain the services available;
  4. Provide information about the Job Service complaint system;
  5. Explain basic farmworker rights when the Outreach worker refers an MSFW to a job (20 CFR 653 and 658);
  6. Assist in the preparation of a work application;
  7. Refer to a job currently available;
  8. Assist in the preparation of a worker complaint;
  9. Refer to supportive services, if needed; and
  10. Assist in making appointments.
-



### **Significant MSFWs States Fact Sheet**

**§ 651.10** - Significant **MSFW States** and terms used in parts 651 and 653

**Significant MSFW States** shall be those States designated annually by ETA and shall include the twenty **(20) States with the highest number of MSFW applicants.**

**Significant States** - are states that have the highest number of Migrant Seasonal Farmworkers (MSFW) applicants that utilize services available under the Wagner- Peyser Act and the WIA of 1998. The Employment and Training Administration designates annually the top twenty states with the highest MSFW activity based on data received from state and local offices.

**Significant MSFW local offices** shall be those designated annually by ETA and include those local offices where MSFWs account for 10% or more of annual applicants and those local offices which the Administrator determines should be included due to special circumstances such as an estimated large number of MSFWs in the local office service area. In no event shall the number of significant MSFW local offices be less than 100 offices on a nationwide basis.

**Significant bilingual MSFW local offices** shall be those designated annually by ETA and include those significant MSFW offices where 10% or more of MSFW applicants are estimated to require service provisions in Spanish unless the Administrator determines other local offices also should be included due to special circumstances.

#### **§ 653.107(i) - Outreach**

- i. The **five States with the highest estimated year round MSFW activity** shall assign, in accordance with State merit staff requirements, full-time, year round staff to outreach duties. The remainder of the **significant MSFW states** shall make maximum efforts to hire outreach staff with MSFW experience for year round positions and shall assign outreach staff to work full-time during the period of the highest MSFW activity. Such outreach staff shall be bilingual if warranted by the characteristics of the MSFW population in the State, and shall spend a majority of their time in the field. The Regional Administrator may grant approval for a deviation from the requirements of this section if the State agency provides adequate evidence that outreach activities and service delivery to MSFWs would be improved through other staffing arrangements.

#### **§ 653.112(a)(c) - State agency program budget plans**

- a. Each State agency, in its annual program budget plan, shall describe its plan to carry out the requirements of this subpart in the following year. The plan shall include, where applicable, the outreach and affirmative action plans required by §653.107 and §653.111, respectively. For **significant MSFW States**, ETA shall establish program performance indicators reflecting equity indicators and indicators measuring minimum levels of service to MSFWs which the **significant MSFW State** agencies will be required to meet. These program performance indicator requirements shall be contained in the PBP Guidelines which ETA promulgates on an annual basis.
- b. Equity indicators shall address JS controllable services and shall include, at a minimum, individuals referred to a job; receiving counseling; receiving job development; receiving some service; and referred to supportive service.
- c. Minimum level of service indicators shall address other services to MSFWs and shall include, at a minimum, individuals placed in a job; placed in a job with a wage exceeding the Federal minimum wage by at least 50 cents/hour; placed long-term (150 days or more) in a non-agricultural job; review of significant MSFW local offices; field checks on agricultural clearance orders; outreach contacts per staff day; and processing of complaints. The determination of the minimum service levels required of **significant MSFW States** for each year shall be based on the following:

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- (1) Past State agency performance in serving MSFWs, as reflected in on-site reviews and data collected under §653.109;
- (2) The need for services to MSFWs in the following year, comparing prior and projected levels of MSFW activity;
- (3) The ETA program priorities for the following year; and
- (4) Special circumstances and external factors existing in the particular State.

**HOW TO FILE A COMPLAINT**

It's important to give us as much information about the problem as possible; this will assist us in providing a quicker response to you.

Be prepared to provide us with the following information:

- Your name, address, and daytime phone number
- Name and address of the employer involved in your complaint or inquiry.
- Description of the complaint, what happened, the dates involved, and the names of the people you dealt with.
- If the complaint is JS-related, explain whether it is employer-related or agency-related.
- A complaint that alleges violation of employment related laws enforced by WHD or OSHA must be referred immediately to WHD or OSHA for prompt action.

You may file a complaint at:

Your nearest Job Service office

**KEEPING INFORMED**

Job Service will keep you informed of action taken concerning your Job Service-related complaint.

To locate a American Job Center in your community, please visit:

<http://www.careeronestop.org/>

U.S. Department of Labor

Employment and Training Administration

200 Constitution Ave. N.W.

Washington, DC 20210

This material will be made available to sensory impaired individuals upon request.

Voice phone:

1-866-4-USA-DOL (1-866-487-2365)

TTY/TDD phone: 1-800-326-2577

**The Job Service****Complaint System:****An Agricultural****Worker's Guide**

U.S Department of Labor

Employment and Training Administration

2014

**IF YOU HAVE A COMPLAINT ABOUT:**

- The Job Service Office
- A job you were referred to by the Job Service Office
- Employer or Employment Contractor
- Other employment-related complaints (Job Service, Non-Job Service or Migrant and Seasonal Farm Workers)

**JS COMPLAINT SYSTEM**

Each Workforce Center must have an assigned and properly trained staff person and designated backup to receive complaints during normal center hours.



Job Service staff will record in writing any complaint filed by a MSFW concerning a violation of field sanitation regulations. The complaint will be logged and immediately referred to the State Monitor Advocate. The JS staff member taking such complaint will inform the farm worker of the action that will be taken and will provide monthly follow-up on the complaint until it has been resolved.

### COMPLAINT PROCESS

**Definitions:** [Sec. §651.10](#)

**Complaint** - means a representation made or referred to a State or local JS office of a violation of the JS regulations and/or other federal, State or local employment related law.

**Complainant** - means the individual, employer, organization, association, or other entity filing a complaint.

**Who may file complaints?**

- Individuals
- Business
- Organizations

### TYPES OF COMPLAINTS

[Sec. §658.401](#) - Complaints are categorized as JS and non-JS related

**JS-Related Complaints** - are: **(1) Employer-related Complaints** - Complaints against an employer about the specific job to which the applicant was referred by the JS involving violations of the terms and conditions of the job order or employment-related law, (Section 658.401(a)(1)(i)), **(2) Agency-related Complaints** - Complaints about Job Service actions or omissions under JS regulations (Section 658.401(a)(1)(ii)), and **(3) Complaints against the State Workforce Agency (SWA).**

**Non-JS Related Complaints** - ([Sec. §658.414](#)) are all other complaints that are not job service related.

**MSFW Complaints** - Complaints from MSFWs alleging violations of employment-related laws enforced by WHD or OSHA must be taken in writing by the State agency and the ETA regional office and referred to WHD or OSHA pursuant to the procedures set forth in §§658.414 and 658.422 respectively.

For MSFW complaints, the local office has 5 days to attempt to resolve the complaint, for non-MSFWs, 15 days allowed. (Sec. 658.416 (c)).

### YOUR RIGHT TO FILE A COMPLAINT

**If you have an employment-related complaint, we may be able to help you by:**

- Investigating complaints about specific employers or jobs to which you were referred by Job Service.
- Investigating complaints about Job Service transactions or dealings
- Referring your complaint to the appropriate agency.

**What kinds of complaints are investigated?**

You have the right to file a complaint:

- If you think an employer has been unfair or deceptive in dealing with you, or has violated a law or regulation.
- If your complaint concerns actions or omissions by Job Service under Job Service regulations
- The Occupational Safety and Health Administration (OSHA) has published regulations on field sanitation that require portable toilets, drinking water, and hand washing facilities to protect the safety and health of MSFWs
- Complaints that are Equal Opportunity (EO) related are assigned to a local office EO trained and designated representative. If the local office does not have a representative, the complaint must be forwarded to the State agency for logging and assignment to an EO representative pursuant to the procedures set forth at 29 CFR Part 31.

- [\[Heading 1\]](#)
  - [\[COMO RADICAR UNA QUERELLA\]](#)

## COMO RADICAR UNA QUERELLA

Es importante que nos provea con toda la información que pueda sobre su problema; así nos ayudará a proveerle una respuesta rápida.

### Esté preparado para proveernos la siguiente información:

1. Nombre, dirección y número de teléfono
2. Nombre y dirección del patrono envuelto en la querella.
3. Información detallada sobre lo que pasó, fechas y los nombre de las personas con las que trató.
4. Si la queja esta relacionada con el Servicio de Trabajo, explica si es esta relacionada con el patrono o una agencia en particular.
5. Una queja que alega la violación de las leyes laborales bajo la jurisdicción de la División de Hora y Salarios WHD, o la Oficina de Salud y Seguridad Ocupacional, OSHA, ambos del Departamento de Trabajo.

Puedes radicar su queja en:

**La Oficina de Servicios de Trabajo más cercano a usted.**

## MANTENSE INFORMADOS

El Servicio de Trabajo le mantendremos informado de las medidas adoptadas referentes a su reclamación o queja.

Para localizar una Centro de Capacitación (American Job Center) en su comunidad, por favor visite a la página cibernética de:

<http://www.careeronestop.org/>

U.S. Department of Labor

Employment and Training Administration

200 Constitution Ave. N.W.

Washington, DC 20210

This material will be made available to sensory impaired individuals upon request.

Voice phone:

1-866-4-USA-DOL (1-866-487-2365)

TTY/TDD phone: 1-800-326-2577

## The Job Service

## Complaint System:

## An Agricultural

## Worker's Guide

## en Español

U.S Department of Labor

Employment and Training Administration

2011

## SI TIENES UNA QUEJA ACERCA DE:

- La Oficina de Servicios de Trabajo
- Un trabajo al que fuiste referido por la Oficina de Servicios de Trabajo
- Patronos o Contratistas del Patrón
- Otras Quejas relacionadas con el empleo o asuntos laborales (Servicio de Trabajo, No Servicio de Trabajo o Trabajadores Agrícolas)

## EL SISTEMA QUEJA

Cada centro debe tener un equipo de personal asignado y debidamente formado, y un suplente para recibir denuncias durante las horas normales de operaciones de esa oficina o centro de servicios de trabajo.

La persona que registra la queja se hará constar por escrito cualquier queja de un trabajador agrícola por la violación de las normas de saneamiento sobre el terreno. La queja se registrará y será inmediatamente remitida al Monitor Estatal. El o la funcionario(a) del servicio de empleo que registra la denuncia informará al trabajador del campo de la acción que se tomará y dará seguimiento mensual sobre la denuncia hasta que se haya resuelto.

## PROCESO DE QUEJAS

**Definiciones:** [Sec. §651.10](#)

**Denuncia o Queja** - significa una reclamación presentada o que ha sido referido a una oficina estatal, o a una oficina local de servicios de empleo alegando violación de las leyes de servicios de empleo y /u otro programa federal, leyes estatales o locales.

**Demandante o Querellante** - es el individuo, empresa, organización, asociación u otra entidad en presentar una queja.

**¿Quién puede presentar quejas?**

- Las personas
- Negocios
- Organizaciones

## TIPOS DE QUEJAS

[Sec. §658.401](#) – Las quejas se categorizan como relacionadas con los servicios de empleo y los no relacionadas con los servicios de empleo.

**Quejas relacionadas con los Servicios de Empleo** son: **(1) Las quejas relacionadas con el empleador** - Las quejas contra el empresario sobre el trabajo específico al que el demandante fue planteada por el JS participación de violaciones de los términos y condiciones de la orden de trabajo o de la ley relacionada con el empleo, (Sección 658.401 (a) (1) (i)), **(2) Las quejas relacionadas con una Agencia** son: Las quejas sobre las acciones de servicio de empleo u omisiones en virtud de los reglamentos JS (Sección 658.401 (a) (1) (ii) y **(3) Las denuncias contra la Agencia Estatal de Trabajadores (SWA).**

**Quejas no relacionadas con los Servicios de Empleo** - ([Sec. §658.414](#)) - son todas aquellas que no están relacionadas con los servicios de empleo.

**Quejas de Trabajadores Agrícolas Migrantes de Temporadas** - Las reclamaciones de los trabajadores migrantes de temporadas basados en violaciones de las leyes puestas en vigor por la División de Salarios y Horas, deben ser hechas por escrito por la agencia estatal y la oficina regional de ETA y debe ser referido a División de Salarios y Horas o la Oficina de Seguridad y Salud Ocupacional (OSHA).

## SU DERECHO A RADICAR UNA QUEJA

**Si usted tiene una queja relacionada con el empleo, es posible que podamos ayudarle a:**

- Investigar quejas acerca de empleadores o trabajos específicos a los que fueron referidos por el Servicio de Trabajo a un Centro de Capacitación (American Job Center).
- Investigar quejas sobre trabajo o servicios o tratos prestado por el personal de esa oficina.
- Referir su queja a la agencia con la autoridad apropiada de resolver su caso.

**¿Que tipo de quejas se investigan?**

- Si usted piensa que su empleador/patrón ha sido injusto o engañoso en su trato, o ha violado alguna ley.
- Si su queja se refiere a acciones u omisiones de los Servicios de Trabajo en virtud de las regulaciones del empleo de servicios.
- La Oficina de Seguridad y Salud Ocupacional (OSHA) ha publicado normas sobre sanidad en el campo que requieren baños portátiles, agua potable, y para lavarse las manos para proteger la seguridad y la salud de los trabajadores agrícolas.
- Las quejas relacionadas con Igualdad de Oportunidades (EO) son asignados a un representante en esa oficina capacitado para tratar su caso. Si la oficina no tiene un representante, la queja será remitida a la agencia estatal y asignado a un representante de EO en conformidad con el reglamento 29 CFR Parte 31 respectivamente.



**Message: Facts For Workers Update**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:31:37 PM  
Item ID: 40860781  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **Facts For Workers Update**

**From** Roovaart, Michelle [IWD]

**Date** Friday, May 25, 2012 8:19 AM

**To** Pearce, Frank [IWD]; Prettyman, Laura [IWD]; Borgeson, Jill [IWD]; Carson, Etha [IWD]

**Cc** Bervid, Joseph [IWD]; Wilkinson, Michael [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]

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 [70-6200factsforworkers.pdf](#) (468 Kb HTML)

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We should be getting the update for the Average Wage, WBA and Taxable Wage Base next week to be included in the FFW update.

If you have any changes and/or additions other than the above that need to be made to the Facts For Workers Booklet, please get them to me as soon as possible.

Thank You

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

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### Image 1

70-6200factsforworkers Web.pdf

## Facts About Unemployment Insurance 2011-2012

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## Image 2

1

### The Purpose of This Handbook

This handbook will answer most questions about your claim for unemployment insurance and help you avoid problems, delays, or improper payments. It explains your rights and responsibilities while claiming unemployment insurance benefits. ***It is your responsibility to read and know the contents of this handbook.*** This handbook contains general information only and does not have the force and effect of law, rule or regulation. Any questions concerning registration for work should be directed to the nearest IowaWORKS Center. Out of state claimants should register for work through the public employment office in their state of residence.

### What Is Unemployment Insurance

**Warning: Do not provide your Social Security Number or other personal information over the telephone unless they can verify they are an Iowa Workforce Development employee.**

Unemployment insurance is like home or car insurance except **you do not pay any part of the cost.** Unemployment insurance is paid entirely by employers who are covered by the Iowa Employment Security Law. Unemployment insurance is not based on need; it provides temporary benefits for people who are:

- Unemployed or working reduced hours through no fault of their own.
- Able to work and available for work.
- Actively looking for work (unless waived).

The intent is to pay benefits to eligible claimants during periods of unemployment when suitable work is not available. You must meet certain eligibility requirements set by law. This handbook briefly explains these conditions.

If you do not expect to be recalled to your job, it is your responsibility to register for work at an IowaWORKS Center. **Failure to register for work can result in a disqualification for benefits.** If you have access to the

Internet, you may register for work on-line at <http://www.iowaworkforce.org>. If you do not have access to the Internet, you will need to go into your nearest IowaWORKS Center to register for work in person (unless waived — see exceptions under What Are the Work Search Requirements?). IowaWORKS Centers can provide information about job openings, testing, counseling, job training programs and job-seeking skills.

### Eligibility Requirements

#### To Be Eligible for Benefits You Must:

1. Be totally or partially unemployed.
2. Have worked and earned a certain amount of wages in work covered by unemployment insurance in the last 15 to 18 months.
3. Have lost your job through no fault of your own.
4. Be able to work and available for work.
5. Be actively seeking work by in-person contact with employers, unless approved to send résumés

by Iowa Workforce Development. **Work search may be waived** if you meet certain criteria (see Exceptions under What Are the Work Search Requirements?).

6. Be registered for work unless waived (see Exceptions under What Are the Work Search Requirements?).

7. Keep a record of your work search contacts in the back of this book and provide a copy of your work search contacts on the Work Search History form upon request.

8. Report any job offers or referrals that you have refused when you call in your weekly-continued claim.

9. Report if you quit or are fired from any job while claiming benefits.

10. Notify Iowa Workforce Development if for any reason you move or leave the area for more than

three working days.

11. **Report all earnings before deductions when earned, not when paid.** Report any vacation severance or holiday pay.

Contact Iowa Workforce Development if you are receiving Workers Compensation or any other type of pay that may be deductible.

### IMPORTANT

If you are required to look for work, you must keep a record of your contacts. You may be requested to provide a copy of your work search contacts. If requested, you must complete and return the form so that it is received prior to the due date. You

must do this even if you claim benefits for just one week or have returned to work. For more information, see page 5 and 6.

---

### Image 3

2

12. Notify Iowa Workforce Development if you are currently enrolled or start school.

13. Notify Iowa Workforce Development if you are receiving a private pension or workers'

compensation.

14. Understand that if it becomes necessary for Iowa Workforce Development to conduct a fact-finding

interview to determine your eligibility for benefits, you will be mailed a notice with the date and time of the fact-finding interview.

15. Understand that if a decision on any issue of your eligibility for unemployment insurance is appealed, your claim becomes **public record**.

16. Understand that UI benefits are fully taxable income for federal and state income taxes. Requirements do exist pertaining to estimated tax payments. (Ask your tax preparer, the IRS, or state revenue department if you have questions).

17. Understand that you may choose to have income taxes withheld from your benefit payment and that you may change the withholding choice.

18.

**Understand that attempting to claim and receive benefits fraudulently can result in loss of benefits, repayment of benefits, fines or imprisonment.**

#### How to Apply for Benefits

There are several ways you can apply for benefits. If you have access to the Internet, you can use our on-line system to apply for benefits at <http://www.iowaworkforce.org>. The system is available 24 hours a day, seven days a week. You may also visit your nearest IowaWORKS Center or Access Point and use a computer there to apply for benefits or complete a paper application. If your employer is participating in employer-filed claims, your employer may file your application on your behalf. See the inside back page of this handbook for telephone numbers of the IowaWORKS Centers and Access Point locations. If you do not live in Iowa, you may call the Interstate line toll free at (866) 239-0843.

**Note: The on-line claim application currently cannot be accessed using WebTV, PDAs, handheld computers, smart phones, and similar systems.**

#### Access Points

Located at each Access Point there is a Virtual Desktop with a Virtual Desktop Guide. Together they contain resources and tools to help you through your unemployment and to help you find your new job.

Exploring the services provided to you on the Virtual Desktop and in the accompanying guide, will help you understand and follow the requirements needed for unemployment insurance claims and file your unemployment insurance claim. You may also chat with

a workforce advisor if you have any questions, search for jobs effectively, and explore employment services provided at IowaWORKS One-Stop Center locations, in



addition to other helpful services.

Please remember that regardless of the method used to file your application, your claim will be made effective the Sunday of the week in which your application was filed and you must report your continued claim each week to certify your eligibility.

No matter what method you choose to file you will need to have the following information:

- Your Social Security number;
- The name, address and telephone number of your most recent employer, and the beginning and ending dates you worked for that employer;
- An Alien Registration number, if you are not a U.S. citizen;
- A DD-214 (Member 4), if you served in the U.S. military during the last 18 months;
- An SF-8 form, if you worked for the federal

government in the last 18 months;

- The name(s) of anyone you will be claiming as a **dependent**, up to a maximum of four;
- The amount your spouse earned in the preceding

week, if you want to claim your spouse as a dependent (must be \$120 or less to be claimed).

#### Monetary Record

After you file your claim, you will be mailed a form called the Monetary Record. This form will show:

- The beginning date of your claim.
- Your four-quarter base period.
- The gross wages paid to you in the base period by each employer that is covered by unemployment

insurance.

- Your weekly benefit amount (WBA) if your earnings were high enough to qualify. See How Much You Can Receive and How It Is Determined for information on WBA.

- Your maximum benefit amount (MBA). See How Much You Can Receive and How It Is Determined for information on MBA.

Carefully examine the earnings reported on the Monetary Record. If you believe the earnings or employers shown are not correct, contact Iowa Workforce Development immediately (or you may send a letter appealing the Monetary Record). If available, send copies of your check stubs, W-2 forms or other proof of earnings.

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## Image 4

### Benefit Year

When you file a claim, you begin a benefit period of one year from the effective date of your claim. You may file for weeks you are unemployed within the benefit year until you have received your maximum benefit amount (MBA). At the end of your benefit year your claim will end, even if you have not claimed all of your benefits. If you exhaust your MBA prior to the end of your benefit year, you must wait until the end of the benefit year before you can file a new claim. If you file a new claim at the end of your benefit year, you may use your lag quarters from your prior claim that are in the new claim's base period.

**Note:** To receive benefits again on a new claim, you

must have worked in a job covered by unemployment insurance after the filing of your previous benefit year claim and have been paid gross wages of at least \$250.

#### How Your Social Security Number is Used

Your Social Security number is used:

- For processing your unemployment insurance claim;
- To match with Social Security Administration records to verify your identity;
- To report unemployment benefit payments to the Internal Revenue Service (IRS) and to the Iowa Department of Revenue as taxable income;
- To detect fraud in federal and state programs;
- For child support enforcement purposes;
- To verify eligibility for unemployment benefits and public assistance.

Wage, benefit, and other information under your social security number may be exchanged with other agencies that administer federally assisted programs.

**Warning: Do not provide your Social Security Number or other personal information over the telephone unless they can verify they are an Iowa Workforce Development employee.**

#### How Much You Can Receive and How It Is Determined

##### Weekly Benefit Amount (WBA)

In Iowa, your weekly benefit amount is determined by your gross wages from all covered employers in the high quarter (HQ) of your base period and by the number of dependents you claim (see dependent information in this section). The minimum and maximum WBAs change each year for new claims filed after the first Sunday in July. A WBA schedule is available upon request at your nearest

IowaWORKS

Center.

### 3

Your WBA is calculated by the following:

If you have (for program year 7/01/2011 through 6/30/2012):

- **0 dependents**, your WBA is 1/23 of your HQ with a maximum of \$385
- **1 dependent**, your WBA is 1/22 of your HQ with a maximum of \$400
- **2 dependents**, your WBA is 1/21 of your HQ with a maximum of \$415
- **3 dependents**, your WBA is 1/20 of your HQ with a maximum of \$436
- **4+ dependents**, your WBA is 1/19 of your HQ with a maximum of \$473

**Example:** If your HQ earnings are \$8,800 and you have one dependent, your WBA is \$400 ( $\$8,800/22 = \$400$ ).

##### Maximum Benefit Amount (MBA)

The most you can receive during your benefit year is **26 times** your weekly benefit amount (WBA) or **one-third** of your total base-period wages, **whichever is less**.

**Exception:** If you are unemployed due to your

**employer closing** at the location where you were last employed, your maximum benefit amount (MBA) **may be increased to 39 times your WBA or one-half your total base-period wages, whichever is less.** However, your **WBA does not change** due to a closing.

#### Dependents

Since dependents affect the weekly benefit amount you will receive, it is important you report the correct number of qualifying dependents when you file your application. The following may be claimed as dependents, **if you meet certain criteria:**

- **Spouse**, if he/she did not work or worked and earned \$120 or less in gross wages during the calendar week prior to the effective date of your claim (exclude self-employment income). An individual cannot claim a spouse as a dependent if the spouse has listed the claimant as a dependent on a current claim.

- **Children** (or others), only if you are allowed to claim them under federal income tax guidelines and you claimed them this past tax year or will claim them in the current tax year.

**Note:** A maximum of four dependents is allowed. **You cannot claim yourself as a dependent.** Dependents cannot be used if someone else has claimed them on a current unemployment claim and the claim has not expired. Ask for more detailed information if you are unsure whether or not you can claim a dependent.

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## Image 5

#### Base Period

The base period is a four-quarter (one-year) period of time from which your weekly benefit amount (WBA) and maximum benefit amount (MBA) are determined. The amount of wages you earn in the base period determines the amount of unemployment benefits you receive.

The base period is the first four of the last five completed calendar quarters at the time you file your initial claim for benefits. The quarter in which you file your claim and the preceding quarter are called the lag quarters and normally **are not** used to determine your benefits.

**Example:** If you file a new claim in **April, May, or June** (second quarter), your **base period** would be the preceding January 1 through December 31.

#### Alternate Base Period

If you fail to qualify monetarily using the regular base period, you will receive a notification that you may be able to file a claim using an alternate base period. The alternate base period does not use earnings from the oldest calendar quarter used in the regular base period and substitutes the earnings from the last completed quarter, a lag quarter.

**Example:** If you file a new claim in October, November, or December (fourth quarter), the alternate base period would be the preceding October 1 through September 30.

#### What Are the Wage Requirements

##### To Be Eligible for Benefits You Must Have:

1. Earned and have been paid wages by employers covered by unemployment insurance in two or more

quarters of your base period.

2. Total base-period earnings of at least 1.25 times the wages you earned in your highest base-period quarter.

3. A minimum amount of wages in the high and low quarters of your base period.

For Program Year 7/01/2011-6/30/2012:

High-Quarter Minimum = \$1,330

Low-Quarter Minimum = \$660

**The same wage requirements apply to a claim filed using the regular base period or the alternative base period. If you do not meet all of the wage requirements, you are monetarily ineligible for benefits. However, you may file again in the next calendar quarter where a different base period will be used.**

#### When Will You Get Paid

You should receive your first payment in **about three weeks** after you first apply for benefits if you meet all of the eligibility and monetary requirements. It takes about three weeks to receive your first payment because past employers in the last 18 months are notified of your claim and have 10 days to protest. If there are no protests on your claim, the payment is released. If you indicated in your claim that you quit or were fired from your most recent job, your claim is automatically protested. (If your claim is protested, see What Happens When Your Claim Is Protested?)

**Important Note:** You will be paid weekly on a pre-paid debit card unless you have selected the direct-deposit method. (See detailed information in **How to Get Paid.**) The form for selecting direct deposit is at the back of this handbook and can be obtained at your local

IowaWORKS Center or on our Web site at <http://www.iowaworkforce.org/ui/60-0351.pdf>.

#### How a Part-Time Job Affects Your Benefits

If you work while claiming benefits, you can earn up to 25 percent of your weekly benefit amount (WBA) before any deduction is made from your benefit payments. **All earnings over 25 percent of your WBA are fully deductible.** Working part-time will extend the time you may draw benefits within your benefit year. However, the maximum benefit amount (MBA) does not change.

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## Image 6

**Example:** If your WBA is \$385, you could earn \$96 (25 percent of \$385) before you would have a reduction in your benefit payment. If you had \$130 in gross earnings for a week, your benefit payment would be reduced by \$34 (\$130 minus \$96 = \$34 reduction) and your benefit amount for that week would be \$351 (\$385 minus \$34).

**Each week you claim benefits, you must report your gross wages (before deductions) from any job when you earn them, not when you are paid, even if the total is less than 25 percent of your WBA. Wages must be reported on a calendar week (Sunday through Saturday) regardless of the workweek used by your employer. There is a Work Record chart in the back of this handbook to help you determine weekly earnings. If your gross earnings equal or exceed your WBA plus \$15, you will not receive any payment for that week.**

**Note:** While working part-time you must continue to look for work and be able and available for your regular type of work. The goal is to return to similar or better pay and hours you had prior to filing your UI claim.

#### Self-Employment

Income from self-employment is not considered wages and is not deducted from unemployment insurance benefits. However, you must still meet the eligibility requirements of being able, available and actively looking for work and willing to accept suitable work. If it is determined your self-employment prevents you from accepting suitable work, you may be disqualified due to being unavailable for work.

#### What Can Be Deducted From Your Benefits Other Than Wages

- Vacation pay: 100 percent deductible as reported by your employer.
- Holiday pay: Deductible as wages (see section How a Part-Time Job Affects Your Benefits).
- Severance pay, dismissal/termination pay, separation allowance, wages in lieu of notice: 100 percent deductible.
- Temporary disability pay under workers' compensation: 100 percent deductible.
- Tips, gratuities, commissions, bonuses, and incentive pay earned while claiming benefits: Deductible as wages (see section How a Part-Time Job Affects Your Benefits).

#### 5

- Private or government pension, or other similar periodic payment that is based on previous work with a base-period employer: Deductible based on the percentage of the employer's contribution.
- Cash value of housing or rent provided by your employer as all or part of your wages.

All deductible items are not listed. If you have a question about whether a certain item is deductible from your benefits, contact Iowa Workforce Development for a determination. **Failure to report a deductible item can result in an overpayment, which you will be required to repay.**

#### Child Support

By law, Iowa Workforce Development is required to deduct and withhold up to a maximum of 50 percent of your weekly benefit amount (before voluntary withholding of income taxes, but after any deductible earnings) **when requested** by the Department of Human Services Child Support Recovery Unit for child support payments. You will receive a written decision from Iowa Workforce Development if this deduction has been requested. Any **questions** should be directed to the **local child-support agency**.

#### What Are the Work Search Requirements

**Everyone is required** to make a **minimum of two job contacts** each week unless otherwise specified by Iowa Workforce Development. This is waived if you are temporarily unemployed and expect to be recalled by your former employer in a reasonable period of time. This will be determined each time you file a claim.

- You must make contacts, even if you are working part-time.
- Your job contacts must be made between Sunday

and Saturday of the week you are claiming benefits. You may make your job contacts in person, by Internet, by on-line applications, mail, or faxing resumes. **Telephone calls are not acceptable.**

- Your work search must be a reasonable and honest effort to find suitable work and you must be willing to accept a reasonable wage in your area for the job for which you are applying.
- Repeat or follow-up work searches may be made to the same employer after six weeks from the initial contact.

You are **required** to keep a record of your job contacts. You need to include the date of the contact, company name, address, phone number, and the name of the person you contacted.

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## Image 7

### 6

It is suggested that you keep this record in the space provided at the end of this handbook. You are also **required** to provide a copy of this information on the **Work Search History** form, upon request.

Failure to make weekly work searches, keep a record of those work searches, and submit the Work Search History form upon request may result in a denial of benefits already paid, causing an overpayment of benefits you will be required to repay.

**Résumés** may be accepted as employer contacts if this is the customary means for you to secure employment in your regular occupation. You must be pre-approved by Iowa Workforce Development to apply in this manner. Résumés must be sent to an employer by mail, fax, on-line or in person, not by just sending it to a post office box number. You must keep a record of the employers to whom you sent a résumé and, upon request, provide that information on the Work Search History form.

#### Exceptions

The **work search** may be **waived** if you are **temporarily unemployed** and expect to be recalled by your former employer in a reasonable period of time. This will be determined at the time you complete your application for a new claim or apply to reactivate an existing claim. You will be informed if your work search is waived. You must still be able and available for work with your regular employer

and still may be required to accept

other suitable offers of work. If your employer changes your temporar

ily unemployed status, you must notify Iowa Workforce Development and register for work. Failure to do so could result in disqualification and possible overpayment that will have to be repaid.

If you are in **school or a training program**, the **work search** may be **waived**. This schooling or training must be **approved** by Iowa Workforce Development in **advance** for the work search to be waived. (See You Can Go to School and Still Be Eligible for more information).

**Union members** who normally get a job through a **union hiring hall** are required to contact the hiring

call once each week to satisfy their work search requirement.

**Note:** If your work search requirements change during your benefit year, you will receive a notice from Iowa Workforce Development.

#### Eligibility Review

If you are required to make a work search, you may be called into your local IowaWORKS Center to review your work search. If an issue arises that could result in termination of your benefits, you may request three working days to prepare prior to giving a statement.

You also will be given an overview of placement services available at your local IowaWORKS Center. These services are to assist you in becoming reemployed. You may be asked to return to the local

IowaWORKS Center to utilize the services available for your job search.

The Eligibility Review program is required by the Federal government to ensure you are following the correct procedures to become re-employed and are not placing unrealistic restrictions or barriers to becoming employed. **Failure to respond to a call-in could result in a disqualification of benefits.**

#### Reemployment Services — Profiling

Profiling is done in the first five weeks of your claim by looking at certain factors such as previous occupation, previous industry, education, duration of employment, wages, etc. If selected, your participation is mandatory since it is a condition of eligibility for unemployment insurance benefits. Reemployment services vary in some areas of the state. Some examples of reemployment services are job search assistance, job placement services, counseling, aptitude testing, job search workshops, job clubs and résumé writing assistance. These services may be conducted at the IowaWORKS Centers, or area colleges. Recent studies done by the U.S. Department of Labor found that people who received reemployment services returned to work earlier than people who did not receive services.

#### What Wage You Must Accept

##### Suitable Work

You are required to seek and accept suitable work. If the wage of a job offer is significantly below what you averaged at the job you held prior to filing for benefits, the job offer may be considered unsuitable.

## Image 8

Iowa Workforce Development calculates your gross average weekly wage (AWW) by using the high quarter of your base period and dividing it by 13, the number of weeks in a quarter. **A job offer is considered not suitable if the wages are below the following percentages of your AWW:**

- 100 percent if work is offered during the first five weeks of your claim.
- 75 percent if work is offered during the sixth through the 12th weeks of your claim.
- 70 percent if work is offered during the 13th

through 18  
th weeks of your claim.

- 65 percent if work is offered after the 18  
th week

of your claim. **However**, you are not required to accept employment below the federal or state minimum wage.

**Example:** Your high quarter (HQ) earnings during your base period were \$5,200, so your average weekly wage (AWW) is calculated at \$400 per week (\$5200 divided by 13). Your AWW of \$400 per week equals \$10 per hour, assuming 40 hours a week. If you are offered work that will pay \$280 per week gross (\$7 per hour at 40 hours per week) and you have been claiming benefits for nine weeks when the offer was made, the job offer is considered NOT suitable because it is below 75 percent of your AWW.

Other factors are used to determine suitability of work. If you turn down any job offer or referral, you are required to notify Iowa Workforce Development. Ask for more information if you are considering turning down a job offer or referral to a job.

#### **New Employment or Job Offer**

When you start a new job (full or part-time) after applying for unemployment, please notify Iowa Workforce Development. If you are working fulltime, you should discontinue calling in your weekly continued claim. If you are working part-time, don't forget to report your wages when earned and not when paid. If you have accepted a **job offer**, you need to continue to look for work until the job actually starts if you want to continue to claim benefits. Many job offers are subject to passing a reference check, physical, drug screen or other work tests. Some offers are rescinded by the employer because of unforeseen cutbacks or because the person who was leaving decided not to leave after all. You also could find a temporary job before the new job starts or find a better job and turn down the first offer.

## **7**

### **What Does Able and Available for Work Mean**

**You must be physically able to work during any week you are claiming benefits.** If you are ill, on vacation, injured, on medical leave, or unable to work for any reason, you will not be eligible for benefits.

**You are required to report any condition that would prevent you from working, accepting work, or seeking work.** This includes, but is not limited to illness, injury, hospitalization, incarceration, school attendance, out of town, on vacation, or loss of child care or transportation. You may be required to provide evidence of your ability to work, such as a doctor's statement.

#### **You Can Go to School and Still Be Eligible**

##### **Department Approved Training (DAT)**

You may receive benefits if you are attending school or a training course if approved by Iowa Workforce Development.

You must make a written application for DAT on the form provided by Iowa Workforce Development. If available when you apply for benefits, provide the name of the school, type of training, class schedule, and the beginning and ending dates of training.

Most requests for DAT will be approved if the training has a substantial curriculum. Approval or denial is always in writing and you may appeal if you are denied. **While attending approved training, you do not have to**



be available for work or search for work to continue to be eligible for benefits. However, if you stop training for any reason, you must notify Iowa Workforce Development and must immediately search for work as instructed.

#### Training Extension Benefits (TEB)

Training extension benefits are an additional 26 weeks of benefits available to individuals:

- Who meet the eligibility requirements for unemployment benefits,
- Who are laid-off or voluntarily separated from a declining occupation or involuntarily separated as a result of a permanent reduction of operations at the individual's last place of employment.

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## Image 9

### 8

In addition to the above requirements:

- your training must be for an occupation that is considered to be a High Demand Occupation (HDO) as defined by Iowa Workforce Development, or
- a high-tech occupation or training approved under the Workforce Investment Act (WIA), or
- you must be working towards a GED in an approved program.

Application for these training extension benefits (TEB) must be submitted before the end of the benefit year of the UI claim. TEB is only payable after all payments on regular and extension unemployment insurance benefits are exhausted and is only available to individuals who are attending a Department Approved Training program meeting the above requirements.

#### How to Claim Benefits Each Week

Each week you are unemployed and want to claim benefit payments, you must certify that you:

- are unemployed or working reduced hours;
- are able and available for work;
- have not refused any job offers or referrals to a job;
- are actively looking for work (unless waived); and
- are reporting any pay or private pension you may

be receiving.

This is done each week on-line using the continued claims web application or by telephone using the Interactive Voice Response (IVR) unit.

#### Continued Claim Web Reporting

You may file your weekly-continued claim on-line at <https://uiclaims.iwd.iowa.gov/weeklyclaims/>. You will be presented your eligibility questions.

#### Touch-Tone Telephone Reporting

To file your weekly-continued claim by telephone, just call the continued claims reporting system at (800) 8505627 (outside the Des Moines area) or 281-6231 (in the Des Moines calling area). (The phone numbers are also on the back of this handbook.) An Interactive Voice Response unit (IVR) will answer. A prerecorded voice will ask you the eligibility questions one at a time. You answer **yes** by pressing number **1** and **no** by pressing number **9**.

Some questions will instruct you to enter the pound key

(#) at the end of your answer. Many of your answers will be repeated to you by the computer system to make sure the information is correct. If it is not, you will be instructed on how to change your answer. The average length of time to file your continued claim by telephone is about three minutes.

**Important: If you get disconnected, hang up, or close out before the system tells you that your claim has been accepted, you will have to log in or call again to successfully file your continued claim.**

#### Hours You Can Submit Your Weekly Claim

10 a.m., Saturday to 11:30 p.m., Sunday  
or  
7:30 a.m. to 4:59 p.m.

Monday through Friday

The current week is the week that just ended on Saturday. Continued claims filed on Saturday, Sunday, or Monday are processed at the end of the day on Monday. **Phone lines are very busy on Saturday afternoon. Therefore, we suggest you call late on Saturday or on Sunday or Monday to avoid a busy signal.**

If you miss calling in for just one week, the system will allow you to file one back week and the current week during the same phone call.

#### Personal Identification Number (PIN)

The IVR systems and the on-line continued claims application for filing your weekly-continued claim or reactivating an existing claim require you to enter a four-digit personal identification number (PIN). Your PIN protects you from having another person file your claim or obtain information about your claim.

You will select your own PIN the first time you call in or log in on-line to report your weekly-continued claim. **Be sure to select a PIN that will be easy to remember**, since you must use the same PIN each time you call to file your weekly-continued claim or call to reactivate an existing claim. Do not use repeated numbers (such as 1111 or 3333) or numbers in sequence (such as 1234).

**Note:** In some cases you will need to select a new PIN the first time you call in your continued claim after reactivating an existing claim.

You, the claimant, are responsible for the answers to the questions presented by the on-line web application and the IVR system so be sure you keep your PIN number secure. **It is not permissible for any other individual to file your weekly-claim for you. Do not share your PIN with anyone.**

If you forget your PIN or you think someone else knows your PIN, report this immediately to Iowa Workforce Development and you will be provided instructions on how to establish a new PIN with your next call. IWD does not know your PIN

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## Image 10

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#### Preparing to File Your Weekly-Continued Claim

1. Be sure to have your Social Security number and your PIN number.
2. If you worked during the week or you received or

will receive vacation or holiday pay, etc. during the week, be sure you know the gross (before

deductions) amount in dollars before you call.

3. Have a pencil and paper handy to write down information you may need when contacting Iowa Workforce Development.

#### **Reporting Your Weekly-Continued Claim**

When you file your weekly-continued claim, you may select either the English or the Spanish version of the script. Each time you file you will be asked a series of basic questions that can be answered by responding yes or no. You will also be asked to provide basic information that will depend on the answers you provide to the basic questions. A sample script is provided below for you to review prior to filing your first continued claim. Reviewing this sample script may save you time and confusion.

#### **Sample Telephone IVR Script**

1. **Welcome to Iowa's unemployment insurance continued claims reporting system. Our menus have changed; please listen for our new options. For English, press one. For Spanish, press two** (actual phrase is in Spanish).

2. **Please enter your Social Security number followed by the pound key** (located to the right of the zero on your telephone keypad).

3. **You entered 967524183. If this is correct, please press one. If this is not correct, please press nine.**

4. **Please enter your personal identification number followed by the pound key.**

5. **One moment please** (brief pause).

6. **Your new PIN is now set up as 5241.** (If a PIN has already been established caller will not receive this message and will continue to number 7).

7. **Do you have a new address or telephone number? If yes, press one. If no, press 9.**

8. **To check on a benefit payment, press one. To enter your weekly claim for unemployment benefits, press two. To repeat this menu, press three.**

9. **You may enter your claim for the week ending 032710.**

10. **It is important that you answer all questions truthfully. WARNING! Attempting to claim and receive unemployment insurance benefits by entering false information can result in loss of benefits, fines and imprisonment. To show you understand the warning message, please press one now. To show that you do not understand the warning message, press nine.**

11. **Your weekly claim can now be entered. If you hang up before the system tells you good-bye, your answers will not be recorded and your payment will not be made.**

12.

**Did you work during the week ending for 032710? If yes, press one. If no, press nine.**  
Questions 13, 14, 15 and 16 will only be asked if you answered yes to question 12.

13. **Was this self-employment? If yes, press one. If no, press nine.**

14. Please enter your gross wages (rounded to the nearest dollar) for the week followed by the pound key.

15.

You said that you worked during the week claimed.

If you are still working, press 2.

If you are laid-off, press 4.

If you were fired, press 6.

If you quit, press 8.

16. During the week claimed you worked and earned \$ Amount you entered in number 14 and you were Option you selected in number 15. If this is correct, please press one. If this is not correct, press nine.

17

. Enter your holiday pay. For no pay, enter zero followed by the pound key or enter the gross amount rounded to the nearest dollar, followed by the pound key.

18. Enter your vacation pay, severance, wages in lieu of notice, separation or dismissal pay. If none was received, press zero followed by the pound key or enter the gross amount rounded to the nearest dollar, followed by the pound key.

19. If you are now receiving private pension or military retirement, please press one. If you are not receiving these, press nine.

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## Image 11

10

20. Were you ready, willing, able and available for work during the week ending 032710? If yes, press one. If no, press nine.

21. Did you refuse any job offers or job referrals during the week? If yes, press one. If no, press nine.

Questions 22, 23 and 24 will not be asked if work search is waived.

22. Enter the number of employers you contacted followed by the pound key.

23. Were at least two contacts made in person? If yes, press one. If no, press nine.

24. Please remember it is your responsibility to keep a complete record of your work search contacts, as directed by the Workforce Development Center, and to provide a copy if requested.

25. The law imposes penalties for false statements. Do you certify the statements which you entered are true for the week ending 032710? If the

answer is yes, please press one. To hear this statement again, press nine. To cancel your claim, press seven.

26. Your claim for week ending 032710 has been filed. Thank you. To avoid a delay in benefit payments, please remember you must file each week. Good bye. Please hang up your phone.

#### How to Determine the Status of Your Claim and When You Will Be Paid

After you have claimed your first two weeks you can find out the status of your claim for benefits online at <https://uiclaims.iwd.iowa.gov/weeklyclaims> or by telephoning (800) 850-5627 (toll free outside Des Moines) or 281-6231 (in the Des Moines calling area), the same number you use to file your weekly/continued claim. Just follow the prompts in the same manner as you would to file your weekly claim and press one when the system instructs, "To check on a benefit payment, press one. To enter your weekly claim for unemployment benefits, press two. To repeat this menu, press three." You can find out:

- The last week you claimed, if any.
- When your last payment was applied to your debit card or forwarded to your financial institution.
- The amount of the payment.
- Remaining balance (in dollars).

The status of claim option is only available 7:30 a.m. to 4:59 p.m., Tuesday through Friday. (If Monday is a holiday, the status of claim option is not available until Wednesday of that week.)

#### How to Get Paid

##### Payment by Pre-Paid Debit Card

You will receive a weekly payment that is applied to a pre-paid debit card unless you have requested direct deposit. You may access funds at your convenience using the pre-paid debit card. The debit card will allow you to:

- Make purchases or get cash back at a merchant
- Get cash at an ATM
- Get cash from a teller in a Bank or Credit Union

The pre-paid debit card option will also allow you unlimited access through a secure website or the Integrated Voice Response System (IVR) to:

- Check your balance
- Select or change your Personal Identification Number (PIN)

**Note:** The PIN for your pre-paid debit card may be different than the PIN used for reporting to Iowa Workforce Development.

- Review transaction history
- Sign up for and receive notification of deposits by telephone or email
- For telephone notification of deposits posted to your account, call the customer service IVR at 866-899-5611 (toll free) and follow the prompts to setup this service. Each month you are allowed six (6) free calls to the IVR to check your balance and obtain account information.
- For email notification of deposits to your account, go to <https://www.EPPICard.com>. Setup your ID and password and enter your personal email address. You have unlimited access to the on-line service to check your balance and obtain account information.

Your first benefit payment will be applied to the prepaid debit card, if determined eligible (about three

weeks), you will begin receiving weekly deposits to your debit card account. If you file your continued claim each week on Saturday, Sunday, or Monday, your payment **should be** applied to your debit card on Thursday\*.

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## Image 12

### 11

**Exception:** If there is a holiday during the week, payment will be delayed an extra workday. Since you will not receive any written notification of the deposit, it is your responsibility to verify receipt of the deposits posted to your debit card account by using the unlimited access through the secure website at <https://EPPICard.com> or by calling the IVR toll free number at 1-866-899-5611.

#### Payment by Direct Deposit

To setup direct deposit you must obtain your financial institution's transit number and your account number (savings or checking) and complete the Direct Deposit Agreement form 60-0351 at the back of this handbook or print the form from our website at <http://www.iowaworkforce.org/ui/60-0351.pdf>. The form provides you with instructions on how to locate the transit number and account number or you may contact your financial institution. You must return the completed form to:

Iowa Workforce Development  
Unemployment Insurance Service Center  
P.O. Box 10332  
Des Moines, IA 50306-0332

After you receive your first payment (about three weeks) and your form is processed, you will begin receiving weekly deposits. If you telephone each week to file your continued claim on Saturday, Sunday, or Monday, your payment **should be** deposited in your account on Friday\*.

**Exception:** If there is a holiday during the week, payment will be delayed an extra workday. Since you will **not** receive any written notification of your deposit, it is your responsibility to verify receipt of the deposit from your financial institution.

\*Due to circumstances outside our control, sometimes checks are not deposited or received on the expected day.

#### Denial of Benefits

Even though you may meet all other requirements, you may be disqualified from receiving unemployment insurance. A few reasons you may be disqualified for benefits are:

- **Quit** your job without good cause attributable to your employer.
- Were **discharged** or suspended for **misconduct** in connection with your job.
- **Refused suitable work** with an employer or **recall**

**to suitable work** by your former employer.

- Are **not able** to work, **not available** to work or **not actively seeking work** as required.
- Are unemployed due to a **strike or labor dispute**.
- **Have set unrealistic limitations** on the wages, hours or days, types of work or locations of a job **you will accept**.
- **Fail to report** to the IowaWORKS Center or



satisfactorily **participate in reemployment services** when told to do so.

- Are a **school employee** with either a **contract** or **reasonable assurance** of returning to work when school resumes the next academic year or term. If you are an educational employee, ask if this applies to you.
- **Fail to return the Work Search History form** when requested.

#### How to Reactivate Your Claim

If you have an existing claim, (claims are effective for one year) and you stopped claiming (weekly continued claim call) for one or more weeks and you want to receive benefits again, you must reactivate your claim. Reactivating an existing claim can be done on-line, 24 hours a day, 7 days a week at <http://www.iowaworkforce.org>.

If you only worked for one employer during the past six months, you may reactivate an existing claim over the telephone using the UI Service Center's Interactive Voice Response (IVR) system. You must reactivate your claim during the week you want to claim not after the week is over. The telephone system will ask you if you have worked since you last filed for unemployment benefits. **This means since you filed your last weekly continued claim or since you last activated your existing claim even though you may not have reported any weekly-continued claims.** If you have worked, your answer should be yes. If you haven't worked (didn't claim a week or more due to illness, vacation, etc.) answer no. If there is a problem on your claim or you worked for more than one employer, you will be instructed to contact your local IowaWORKS Center where a representative will help you resolve the problem and reactivate your existing claim.

When you call to reactivate your claim, the computer will play a prerecorded message (a script). You will be asked to provide information and answer yes and no questions using your telephone keypad. The first time you called in to report your weekly claim you established a personal identification number (PIN). This same PIN can be used to reactivate your claim. Sample scripts are provided in this booklet for you to review prior to making your call to reactivate your claim. Reviewing these scripts may save you time and confusion during your call. **Please be sure to listen very carefully to the script you hear when you call since that script may not match the sample scripts.**

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## Image 13

### Touch-Tone Telephone Reactivation of an Existing Claim

To reactivate your existing claim by telephone, just call **(877) 891-5344 (toll free outside the Des Moines area) or 281-4199 (within the Des Moines calling area) (also listed on the back of this handbook)**. An Interactive Voice Response (IVR) unit will answer. You may select either the English or Spanish version of the script. A prerecorded voice will ask you to provide information by responding to questions one at a time. You answer **yes** by pressing number **1** and **no** by pressing number **2** (this is different than the continued claims reporting system).

Several of your answers will be repeated to you by the computer system to make sure the information is correct. If it is not, you will be instructed on how to change your answer.

**Important:**

If you get disconnected or hang up before the system asks you to certify your statements as being true and you respond that they are, you will have to call again to reactivate your claim.

#### Hours You Can Reactivate Your Existing Claim

The Internet filing option is available 24 hours a day, seven days a week

Touch-Tone Telephone IVR System  
(in English and Spanish)  
8 a.m. to 8 p.m., Monday through Thursday  
8 a.m. to 7 p.m. Friday

10 a.m. to 2 p.m. Saturday  
(with the exception of state holidays)

#### Preparing to Reactivate an Existing Claim

1. Be sure to have your Social Security number and your PIN number for the call.
2. If you have worked since you last reported a weekly continued claim or activated your claim, you will

need the following information:

- Name and address of your employer.
- Date you started working for your most recent employer, and

- The date you last worked for that employer.

3. If you have received or will receive vacation and/or severance pay, you will need the ending date of the period covered by that pay.

4. Have a pencil and paper to write down information that you may need, such as your work search requirements.

#### Sample Telephone IVR Scripts

##### Sample 1—Temporary Layoff

The caller was temporarily laid off on 01-04-2008 and filed a valid claim with an effective date of 01-06-2008. He/She drew several weeks of benefits and then returned to work with the same employer on 01-28-2008, so the last week claimed was 01-25-2008. He/She is again temporarily laid off from that same employer, his/her last date worked was 06-20-2008, and he/she won't receive any vacation or severance pay. The caller expects to be recalled by his/her employer. The caller waits until Monday morning the 23

rd of June to call the

IVR and reactivate the existing claim because Monday starts the week that he/she is unemployed.

1. **Welcome to the Unemployment Insurance Customer Service Center, a service of Iowa Workforce Development. For English, press one. For Spanish, press two (actual phrase is in Spanish).**

Caller wants the script in English, so presses 1.

2. **To file a new claim or reopen an old claim, please press one. For a question on unemployment insurance or fact-finding, press two. To file your weekly-continued claim, press three.**

Caller wants to reactivate an existing claim (reopen an old claim), so presses 1.

3. **Please enter your Social Security number.** Caller enters 967524183 (his/her Social Security number).

4. **You entered 967524183. If this is correct, please press one. If not, press two.**

Caller presses 1.

**5. If you know your PIN, please press one. If you do not know your PIN, press two.**

Caller knows his/her PIN, so presses 1.

**6. Please enter your PIN.**

Caller presses 7524 (his/her four-digit PIN).

**7. Have you worked since you last filed for unemployment benefits? If yes, please press one. If no, press two.**

Caller presses 1 because he/she had returned to work and is now laid off again.

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## Image 14

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**8. Have you worked for more than one employer in the past six months? If yes, please press one. If no, press two.**

Caller has only worked for one employer in the past six months, so presses 2.

**9. If you are not working because the business closed, please press one. If you were laid off, please press two. If you quit, press three. If you were discharged, press four. If there was a strike or lock out, press five. If you are still working, press six. If none of these apply, press nine. To hear these choices again, press eight.**

Caller is temporarily laid off, so presses 2.  
(Although the business may be closed down during the layoff, it is not permanently closed.)

10.

**Did you decline to bump an employee with less seniority? If yes, please press one. If no, press two.**

Caller wasn't laid off because he/she declined to bump another employee with less seniority, so presses 2.

11.

**Do you expect to be recalled by your most recent employer? If yes, please press one. If no, press two.**

Caller expects to return to work with the employer in a reasonable period of time, so presses 1.

12.

**Please enter the date you started working for your most recent employer. For example, June 5, 2000, would be entered as 060500.**

Caller began employment on February 1, 1999, so presses 020199.

**13. Please enter the date you last worked. For example, January 2, 1999, would be entered as 010299.**

Caller last worked on June 20, 2008, so presses 062008.

14. Will you receive severance pay or vacation pay? If yes, please press one. If no, press two. Caller isn't receiving severance or vacation pay, so presses 2.

15. You will need to reset your PIN number the next time you call to file your continued claim. Remember to report any holiday pay as wages. You said you started work on 020199. You said you last worked on 06-20-2008. You said the last day you were or will be paid was 06-20-2008

(computer calculated this date based on the caller providing the date he/she last worked and indicating no severance or vacation pay). You said you filed your claim because you were laid off. If this is correct, please press one. If this is not correct, press two.

Caller presses 1 because the responses are correct.

16. You must notify Iowa Workforce Development if your layoff status changes. For example, notify us if you were on temporary layoff, then told by your employer that you will be permanently laid off.

17. Is there a change to your name, address or telephone number that you have not reported? If yes, please press one. If no, press two.

Caller presses 2 because none of the items have changed since he/she last applied for benefits.

18. The law imposes penalties for false statements. Do you certify the statements you entered are true? If yes, please press one. If no, press two, To hear this message again, press three.

Caller certifies the statements given are true by pressing 1 and then hangs up.

#### Sample 2—Hasn't Worked Since Last Claiming

The caller was permanently laid off on 01-04-2008 and filed a valid claim with an effective date of 01-06-2008. He/She drew several weeks of benefits, then went to take care of a sick family member for three weeks and was not available for work, so he/she did not call in weekly-continued claims for those weeks. He/She became available for work again on 02-15-2008. He/She waits until Monday morning the 18

th of February

to call the IVR and reactivate the existing claim because he/she wasn't available for work the majority of the previous week(s), so Monday starts the first week he/she is available.

1.

Welcome to the Unemployment Insurance Customer Service Center, a service of Iowa Workforce Development. For English, press one. For Spanish, press two (actual phrase is in Spanish).

Caller wants the script in English, so presses 1.

2. To file a new claim or reopen an old claim, please press one. For a question on unemployment insurance or fact-finding, press two. To file your weekly-continued claim, press three.

Caller wants to reactivate an existing claim (reopen an old claim), so presses 1.

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## Image 15

14

**3. Please enter your Social Security number.**  
Caller enters 976251483 (his/her Social Security number).

**4. You entered 976251483. If this is correct, please press one. If not, press two.**  
Caller presses 1.

**5. If you know your PIN, please press one. If you do not know your PIN, press two.**  
Caller knows his/her PIN, so presses 1.

**6. Please enter your PIN.**  
Caller presses 3786 (his/her four-digit PIN).

**7. Have you worked since you last filed for unemployment benefits? If yes, please press one. If no, press two.**

Caller hasn't worked since he/she last filed for benefits, so presses 2.

**8. Are you able and available for work? If yes, please press one. If no, press two.**  
Caller is able and available for work now, so presses 1.

**9. You said you are able and available for work. If this is correct, please press one. If this is not correct, press two.**

Caller presses 1.

**10. The law imposes penalties for false statements. Do you certify the statements you entered are true? If yes, please press one. If no, press two. To hear this message again, press three.**

Caller certifies the statements are true by pressing 1 and then hangs up.

### What Happens When Your Claim Is Protested

All employers you've had for the last 18 months can potentially be liable for your unemployment insurance benefits; therefore, they are eligible to protest. If you indicated in your claim that you quit or were fired from your most recent job, your claim is automatically protested.

#### Fact-Finding Interview

If your claim for UI is protested, Iowa Workforce Development may arrange a fact-finding interview. You should continue to phone in weekly-continued claims if your claim is protested.

The fact-finding interview will be conducted by telephone. You and the employer will receive a **Notice of Unemployment Insurance Fact-Finding Interview** containing the scheduled date, time, and the telephone number where you will be called for the interview. Complete instructions are provided on the notice you receive.

If you will not be available to participate, notify IWD immediately or you may lose your benefits. Follow the instructions on the notice you received to contact Iowa

Workforce Development.

Within a few days of the interview, you will receive an appealable decision in the mail. Read it carefully. If it is favorable to you and there are no additional issues, your claim will be released so you can begin receiving payments. However, if the decision is later reversed on appeal, you will be required to repay the benefits you received.

#### If You Are Denied Benefits, Can You Appeal

##### First-Level Appeal—Administrative

##### Law Judge

If you or the employer disagrees with a decision, either party has the right to appeal and present testimony to an administrative law judge. The appeal must be postmarked or received within 10 calendar days after the mailing date shown on the decision. You may mail your appeal to:

Iowa Workforce Development  
Appeals Bureau  
1000 East Grand Avenue,  
Des Moines, IA 50309-0209

or

Fax it to (515) 242-5144.

You may contact the Appeals Bureau at (515) 281-3747 or the local IowaWORKS Center to assist you in filing an appeal or answering general questions.

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## Image 16

If the decision is appealed by either you or the employer, a **formal** hearing over the telephone with an administrative law judge is scheduled. However, you or the employer may request an in-person hearing. The party requesting the in-person hearing must travel to the IowaWORKS Center closest to the **other** party. There are 15 IowaWORKS Centers that conduct in-person hearings. These centers are listed in the office directory on the inside back cover of this handbook.

**Note:** You should continue to file weekly-continued claims during the appeal process.

If you receive a notice for a telephone hearing, you will be instructed to telephone the Appeals Bureau immediately to verify that you will participate and to provide the phone number where you and witnesses can be reached. The Appeals Bureau phone number on the notice is toll-free.

**Warning:** If you do not telephone the Appeals Bureau prior to your scheduled hearing, you will not be called to participate.

Unlike the fact-finding interview, an appeal hearing is **formal due process** where all parties are sworn in and the hearing is recorded. The administrative law judge will take new statements concerning the issue even if a statement was already given at the fact-finding interview. Either party can submit additional evidence at the hearing, so it is important you participate. You may choose to be represented by an attorney but you must do so at your expense.

The administrative law judge makes an impartial decision based on the information presented at the hearing and the contents of your file. You will receive the administrative law judge's decision in the mail in about 10 to 14 days.



**Second-Level Appeal - Employment Appeal Board**

If you or the employer disagrees with the administrative law judge's decision, it may be appealed to the Employment Appeal Board. The appeal must be postmarked within 15 calendar days from the mailing date of the administrative law judge's decision.

Members of the Employment Appeal Board are appointed by the governor to equally represent (1) employees, (2) employers, and (3) the general public. The board is in the Iowa Department of Inspections and Appeals, located in the Lucas State Office Building.

All parties will receive a **written transcript** or **CD** of the administrative law judge's hearing and will be given an opportunity to submit a **written summary** of their side.

The Employment Appeal Board **does not** hold hearings. The board decides each case by reviewing all the evidence that was presented to the administrative law judge. The board may affirm or reverse the administrative law judge's decision or may send the case back to the administrative law judge for further review or order a new hearing and decision if they feel the evidence in the administrative law judge's hearing is not sufficient or is incomplete. It usually takes 60 to 180 days from the date the appeal is filed to receive the Appeal Board decision.

If you disagree with the Employment Appeal Board decision, you may file a petition for judicial review in Iowa District Court or request a rehearing before the Appeal Board. The procedure and appeal deadlines are indicated on the decision.

**What If You Are Overpaid**

**If you receive benefits to which you are not entitled, you will be liable for repayment of those benefits.** Iowa Workforce Development will recover an overpayment by requiring you to repay the total overpayment amount or repay under an installment payment plan if approved by the department. If you become eligible for unemployment insurance benefits in the future and you have an overpayment balance, your overpayment will be recovered by deducting it from any benefits you might otherwise receive on a weekly basis. No unemployment insurance benefits can be paid on a regular unemployment insurance claim until the overpayment has been recovered.

If you have an overpayment of at least \$50, the department will **garnish your Iowa state tax refund**, lottery prize, or vendor payment. If fraud is involved, the Investigations and Recovery Bureau may file a lien against your property and/or garnish wages to recover the overpayment.

**Note:** Total overpayment amounts include payments made to you and payments made on your behalf to revenue agencies for tax withholding and to the Child Support Recovery Unit for child support.

**Are Benefits Taxable**

All unemployment insurance benefits are fully taxable on your federal and state income taxes. You have the option of having federal and/or state taxes withheld from your benefit payments. Deductions are **10 percent** of the gross benefit payment for federal taxes and **5 percent** of the gross benefit payment for state taxes. If you elect to have taxes deducted, you must complete and sign the Tax Withholding Agreement form 60-0360 found at the back of this handbook. Please check your

## Image 17

options for federal or state or both, sign, date and return the form to:

**Iowa Workforce Development  
Unemployment Insurance Service Center  
P.O. Box 10332  
Des Moines, IA 50306-0332**

By January 31 of each year, you will be mailed a Form 1099-G telling you the amount of benefits you were paid during the previous year and any federal and/or state taxes that were withheld. The Internal Revenue Service and the state Department of Revenue and Finance also are advised of the amount of benefits paid to you and deductions withheld for you.

Requirements exist pertaining to quarterly tax payments. If you need tax assistance, contact the Internal Revenue Service at (800) 829-1040.

### **Using Wages Earned in Another State, the Military or the Federal Government**

When you file a claim you must report all wages in all states in the last 18 months, including wages from the military and federal employers, and provide complete addresses and dates of employment. If we have to request wage information from another state or the federal government, your claim will be delayed until we receive this information (usually about one week).

To receive **credit for military wages**, you need to provide a copy of your DD-214 (Member 4). If you served in the reserves, you must have had at least 90 consecutive days of active service for these wages to be used. The military service, not Iowa Workforce Development, determines if your earnings can be used on a claim.

If you worked for the **federal government** (nonmilitary), please send, if available, copies of your check stubs, W-2 and SF-8, which show the payroll address of your federal employer to the UI Service Center.

Iowa Workforce Development will inform you of your options in filing if you have any wages from out of state, the military or the federal government.

### **If You Move Out of Iowa, You May Claim Benefits Using Your Iowa Wages**

#### **Interstate Claim**

If you filed a claim in Iowa and then moved out of state, go to or call the nearest public employment service office in the state where you live. That office will register you for work. You will be instructed by your resident state to call the Iowa Unemployment Insurance Service Center interstate line to change your address and telephone number. **(You must notify the UI Service Center of any address changes because unemployment insurance correspondence may not be forwarded by the Postal Service.)** You will continue to file your weekly-continued claims using the toll-free number in Iowa. Iowa will continue to be the state paying your benefits until you obtain work, exhaust benefits, or your benefit year expires.

If you move out of Iowa and then want to file for benefits using Iowa wages, you must report to the nearest unemployment insurance office in the state where you are now living. That office will register you for work and instruct you to call the Iowa UI Service Center Interstate line to file your application for benefits.

**Note:** If you have worked in the state you moved to, you may be eligible to combine your wages from Iowa and the other state. This may increase your WBA and MBA, so be sure to ask your resident state about that option.

The UI Service Center will then administer your claim and mail you all the information you need to claim benefits. You will file your weekly-continued claim on-line or by telephone as explained in Reporting Your Weekly-Continued Claim.

Once you establish an Iowa interstate claim, **Mail all correspondence to:**

Unemployment Insurance Service Center  
P.O. Box 10332  
Des Moines, IA 50306-0332

**For telephone inquiries, call (866) 239-0843.**

#### **The Quality Control Program**

The Quality Control program randomly selects claimants who are currently filing for benefits and reviews their claim. If you are selected, you will be asked to verify any wages you've earned and work search contacts you've made. You are required to attend an interview with a Quality Control

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## **Image 18**

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representative. If you refuse to cooperate, you may be denied benefits. If you are selected for a review, it does not mean we suspect you have done something wrong. The federal government, for program improvement, requires the Quality Control program.

#### **Release of Information**

Information on your unemployment insurance claim is considered confidential by law. You may have a copy of all information in your file if you contact the UI Service Center or submit a written, signed request. Only general information may be given over the telephone. If you provide a written, signed request, wage record information will be provided to a third party.

Information on your claim **does** become a matter of **public record** if you receive an appeal decision on your claim from an administrative law judge (see First-Level Appeal).

Iowa Workforce Development will release information on your claim to various federal and state agencies if requested, and we are required to provide it by law, rule or regulation.

#### **Are There Any Other Benefit Programs**

##### **Workforce Investment Act (WIA)**

If you are unemployed as a result of a permanent layoff, plant or business closing, and you have had the same type of job for many years, you may be eligible for this special dislocated worker program. If you think you qualify for this program, ask for more specific information.

##### **Trade Act**

If you are unemployed due to foreign imports, you may qualify for Trade Adjustment Assistance. If you

think you qualify for this program, ask for more specific information.

#### **Workers' Compensation Unemployment Insurance Claim**

If you have recovered from a workers' compensation injury or illness and you lack the necessary earnings to qualify for an unemployment insurance claim as explained in *What Are the Wage Requirements?*, you may be eligible to receive benefits based on wages you were paid before the workers' compensation claim. If you think you qualify for this program, ask for more specific information.

#### **Disaster Unemployment Assistance (DUA)**

If you are unemployed as a result of a disaster and you lack the necessary earnings to qualify for an unemployment insurance claim as explained in *What Are the Wage Requirements?*, you may be eligible to receive benefits based on non-covered wages. If you

think you qualify for this program, ask for more specific information.

#### **When Benefits Are Exhausted**

At the time of this printing there are extensions in effect. So you may be entitled to additional benefits after exhausting all regular benefits. We will send you a **written notice** to contact Iowa Workforce Development if it appears that you may qualify for an Extension of Benefits.

#### **Fraud**

You commit fraud if you knowingly make false statements, provide false information, or withhold information to obtain benefits. Examples of fraud include failure to properly report work and earnings or a job separation. Attempts to claim and receive benefits fraudulently can result in loss of benefits, fines or imprisonment. Be sure you make no false statement when applying for unemployment insurance or during the time you are claiming and receiving benefits.

#### **Equal Opportunity Is the Law**

Iowa Workforce Development is an equal opportunity employer and does not discriminate in its programs and services on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation, or belief, and for beneficiaries only, citizenship or participation in WIA. If you think you have been subjected to discrimination you should contact the affirmative action officer located at:

Iowa Workforce Development  
1000 East Grand Avenue  
Des Moines, Iowa 50319-0209

Auxiliary aids and services are available upon request to individuals with disabilities.

---

## **Image 19**

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### **WORK RECORD**

Gross wages you earn while you are claiming partial benefits must be reported during the week they are earned (not paid). They must be reported on a **Sunday through Saturday** basis regardless of the work week normally used by your employer. You may want to record your earnings on this form so you can properly report them on your continued claim.

SUN MON TUES THURSWED FRI SAT Rate of Pay: \_\_\_\_\_

Week  
Ending

#Hours  
Worked

#Hours  
Worked

#Hours  
Worked

#Hours  
Worked

#Hours  
Worked

#Hours  
Worked

#Hours  
Worked

Total  
Hours

Total  
Wages

**Image 20**

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**RECORD OF WORK SEARCH**

You are required to keep a list of your work search contacts in this handbook. You should keep this copy for at least one year.

Date Company Name Company Address Person

Contacted

Phone  
No.

Results of  
Contact

**Image 21**

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**RECORD OF WORK SEARCH**

You are required to keep a list of your work search contacts in this handbook. You should keep this copy for at least one year.

Date Company Name Company Address Person

Contacted

Phone  
No.

Results of Contact

Image 22

60-0360 Tax Withholding Agreement 08-2009.pdf

IOWA WORKFORCE DEVELOPMENT

Tax Withholding Agreement

60-0360 (08-2009)

Equal Opportunity Employer/Program

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

Local Office Use

380 Federal 2 = Y 1 = No

381 State 2 = Y 1 = No

Station Desk

Social Security Number

First Name MI

Last Name

I hereby authorize Iowa Workforce Development to start or change withholding the following income taxes from my unemployment benefits.

FEDERAL withholding equal to 10 percent of my gross weekly benefit payment.

1. No (Stop)

2. Yes (Start)

1. No (Stop)

2. Yes (Start)

IOWA withholding equal to 5 percent of my gross weekly benefit payment.

If you are paid \$10.00 or more in unemployment insurance benefits, Iowa Workforce Development will mail a form 1099-G listing the amount of benefits paid to your address of record by January 31. The 1099-G also will list the amount(s) of any federal and/or state taxes withheld the previous year.

Claimant Signature \_\_\_\_\_ Date Signed \_\_\_\_\_

Complete and make a copy for your files. Return original to: Iowa Workforce Development Center  
Unemployment Insurance Service Center  
P.O. Box 10332  
Des Moines, IA 50306-0332

Administrative Use Only

O.C. Date

Image 23

60-0351 Agreement For Direct Deposit 08-2009.pdf

IOWA WORKFORCE DEVELOPMENT

Direct Deposit Agreement

60-0351 (08-2009)

Equal Opportunity Employer/Program

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

**Administrative Use Only**

O.C. Date

**READ THE BACK OF THIS AGREEMENT BEFORE FILLING IT OUT**

Social Security Number

First Name MI

Last Name

**Checking**

**Savings**

**Start** Direct Deposit **Stop** Direct Deposit And Return to Debit Card **Change** Direct Deposit

I hereby authorize the State of Iowa, Iowa Workforce Development to pay directly to my account identified below, and I additionally authorize the depository to credit the deposits to my account. The department can only deposit funds in the account of the above named individual, if eligible for direct deposit.

**It is your responsibility to verify deposit of funds with your bank or financial institution.**

Name of Bank or Financial Institution Branch

City Zip Code

**I authorize the Unemployment Insurance Service Center to receive information from my financial institution regarding this account to investigate/resolve any potential discrepancies or errors in the receipt of unemployment insurance benefits.**

Bank Transit/ADA Number (9 digits)

Account Number (up to 17 digits)

The State of Iowa, Iowa Workforce Development, is **NOT** responsible for erroneously reported bank transit numbers, account numbers, nor for the completion of this agreement in the event the institution you select is not participating in the Direct Deposit program through the Federal Reserve System.

Claimant Signature: \_\_\_\_\_ Date Signed: \_\_\_\_\_

Complete and make a copy for your files. Return original to: **Iowa Workforce Development Center  
Unemployment Insurance Service Center  
P.O. Box 10332  
Des Moines, IA 50306-0332**

State

**Image 24**

**INSTRUCTIONS**

**To Start**

or

**Change:**





**To Stop:**

1. Write in Social Security number.
2. Write your name.
4. Check the box for either a start or change.
5. Check the box for the type of account you have, e.g., savings or checking
6. Write in the bank name and branch.
8. Write in the bank transit/ABA number and bank account number, using only letters and numbers, NO SPACES, HYPHENS OR CHARACTERS. (See sample below)
10. Sign and date the form.

**Starting with the first box, writing left to right**, write ONLY your number, leaving the remainder of the boxes blank. On a checking account these numbers are printed at the bottom of your checks.

**Your bank, credit union, or savings and loan institution** will be able to provide you with your account number to receive your unemployment insurance benefits direct deposit.

If you are paid \$10.00 or more in unemployment insurance benefits, Iowa Workforce Development will mail a form 1099-G listing the amount of benefits paid to your address of record by January 31. The 1099-G also will list the amount(s) of any federal and/or state taxes withheld the previous year.

1. Write in your name and Social Security number.
  2. Check the box for a stop.
  3. Date and sign the form.
- 

**Image 25****IowaWORKS Center Directory**

If you have any questions concerning registration for work or general unemployment insurance questions,

contact your nearest IowaWORKS Center listed below or you can look up information at one of our Access Point locations. Please visit [www.iowaworkforce.org](http://www.iowaworkforce.org) for Access Point location information.

If you are an interstate claimant (filing against Iowa from another state), please call the Unemployment Insurance Service Center at (866) 239-0843.

\* Indicates offices that conduct in-person appeal hearings.

IowaWORKS Centers as of September 1, 2011.

Burlington *	(319) 753-1671
Carroll*	(712) 792-2685
Cedar Rapids *	(319) 365-9474
Council Bluffs *	(712) 242-2100
Creston *	(641) 782-2119
Davenport *	(563) 445-3200
Decorah *	(563) 382-0457
Des Moines*	(515) 281-9619
Dubuque *	(563) 556-5800
Fort Dodge *	(515) 576-3131
Fort Madison	(319) 372-4412
Iowa City	(319) 351-1035
Marshalltown	(641) 754-1400
Mason City *	(641) 422-1524
Ottumwa *	(641) 684-5401
Sioux City*	(712) 233-9030
Spencer *	(712) 262-1971
Waterloo *	(319) 235-2123
Webster City	(515) 832-5261

## Image 26

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.  
For deaf and hard of hearing, use relay 711.  
70-6200 (10.11)

To find a Virtual Access Point location near you, please visit <http://www.iowaworkforce.org/vap.pdf>

To reactivate an existing claim

On-line web application <http://www.iowaworkforce.org>

**Available 24 hours a day, seven days a week**

Interactive Voice Response (IVR)  
Des Moines Area 281-4199

Outside Des Moines (877) 891-5344

Monday through Thursday, 8 a.m. to 8 p.m., Friday, 8 a.m. to 7 p.m.  
Saturday 10 a.m. to 2 p.m. (excluding state holidays)

**For questions and assistance with your claim, contact:**

Outside Des Moines (866) 239-0843

Des Moines Area 281-4199

By E-Mail [uiclaimshelp@iwd.state.ia.us](mailto:uiclaimshelp@iwd.state.ia.us)

Monday through Thursday, 8 a.m. to 8 p.m., Friday, 8 a.m. to 7 p.m.  
Saturday 10 a.m. to 2 p.m. (excluding state holidays)

**To continue receiving benefits, report each week:**

On-line web application <https://uiclaims.iwd.iowa.gov/weeklyclaims/>

Interactive Voice Response (IVR)  
Outside Des Moines (800) 850-5627

Des Moines Area 281-6231

10 a.m., Saturday to 11:30 p.m., Sunday or  
8:00 a.m. to 4:59 p.m., Monday through Friday

**Note:** Phone lines are very busy on Saturday afternoon. Please try on Sunday or Monday to avoid a busy signal. See pages 9-10 for list of questions asked.

**To check on the status of your claim or the status of your benefit payment**

On-line web application <https://uiclaims.iwd.iowa.gov/weeklyclaims/>

Interactive Voice Response (IVR)  
Outside Des Moines (800) 850-5627

Des Moines Area 281-6231

8:00 a.m. to 4:59 p.m., Tuesday through Friday

**Note:** If Monday is a holiday, information is not available until Wednesday of that week (see page 10 for detailed information).

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**Message: FW: 70-6200 Facts For Workers****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:37 PM  
 Item ID: 40860784  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**FW: 70-6200 Facts For Workers**

**From** Roovaart, Michelle [IWD]

**Date** Thursday, May 31,  
2012 7:26 AM

**To** Bervid, Joseph [IWD]; Boten, Brenda [IWD]; Carson, Etha [IWD]; Eklund, David [IWD]; Roovaart, Michelle [IWD]; West, Ryan [IWD]; Wilkinson, Michael [IWD]

**Cc** Goode, JoAnn [IWD]; Borgeson, Jill [IWD]; Prettyman, Laura [IWD]; Close, Kara [IWD]; Johnson, Brei [IWD]

 **70-6200 Facts for Workers 2012.05 Printer Spread.pdf** (701 Kb HTML)

Please review attached and let me know if you have any changes. The printing of this booklet has to go out for bid, so we need to finalize this by close of today if at all possible.

I did not change anything except for the hours of operation and the benefit information.

Thanks!

**From:** Johnson, Brei [IWD]  
**Sent:** Wednesday, May 30, 2012 1:20 PM  
**To:** Roovaart, Michelle [IWD]  
**Cc:** Goode, JoAnn [IWD]  
**Subject:** RE: 70-6200 Facts For Workers

Hi Michelle,

Please review the attached 70-6200 Facts for Workers booklet with your requested year, WBA, high/low quarter and hour of operations changes. Once you receive requested changes back from UI management and trainers just let me know what they are and I will incorporate them as well.

Thanks,

**Brei Johnson**  
 Marketing Communications Specialist  
 Communications Bureau

1000 East Grand Avenue  
 Des Moines, IA 50319-0209  
 Phone: 515-281-8102  
 Fax: 515-281-4698  
 brei.johnson@iwd.iowa.gov  
 www.iowaworkforce.org

**From:** Roovaart, Michelle [IWD]  
**Sent:** Tuesday, May 29, 2012 3:00 PM  
**To:** Johnson, Brei [IWD]  
**Cc:** Goode, JoAnn [IWD]  
**Subject:** RE: 70-6200 Facts For Workers

Brei,  
 Attached are the changes for the Facts for Workers booklet. I didn't make many changes as we are on a tight schedule in order to get this bid out. I changed the year, WBA, high/low quarter and hours of operation (they are highlighted in yellow).

When you get the changes made and sent back, I will send the pdf out for review by UI Management and trainers.

Thanks!

**From:** Johnson, Brei [IWD]  
**Sent:** Friday, May 25, 2012 8:34 AM  
**To:** Roovaart, Michelle [IWD]  
**Subject:** RE: 70-6200 Facts For Workers

Good Morning Michelle,

I'm not able to tell 100% because the revision date has been removed from the document title, but I would guess so. It appears to have all the most current Access Point information added to it.

Attached is the document we sent to the printer when we did the reprint in January. If there were any changes made when we did the reprint I probably just added them to this document. It's in the printer's spread though so I don't think they would appreciate reviewing the content laid out that way.

**Brei Johnson**  
*Marketing Communications Specialist*  
*Communications Bureau*

1000 East Grand Avenue  
Des Moines, IA 50319-0209  
Phone: 515-281-8102  
Fax: 515-281-4698  
[brei.johnson@iwd.iowa.gov](mailto:brei.johnson@iwd.iowa.gov)  
[www.iowaworkforce.org](http://www.iowaworkforce.org)

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**From:** Roovaart, Michelle [IWD]  
**Sent:** Friday, May 25, 2012 7:51 AM  
**To:** Johnson, Brei [IWD]  
**Subject:** Facts For Workers

Brei,

Would you please confirm this is the most recent FFW Booklet? I have not received any response to my email to update this and I want to send the most recent version out to other staff for review.

Thank You!

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

- [Image 1](#)
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- 

## Image 1

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.  
For deaf and hard of hearing, use relay 711.  
70-6200 (05.12)

To find a Virtual Access Point location near you, please visit <http://www.iowaworkforce.org/vap.pdf>

### IOWA WORKFORCE DEVELOPMENT

**P .O. Box 10332**

**Des Moines, Iowa 50306-0332**

### IMPORTANT INFORMATION THAT COULD AFFECT YOUR BENEFITS

**For questions and assistance with your claim, contact:**

Outside Des Moines (866) 239-0843

Des Moines Area 281-4199

By E-Mail [uiclaimshelp@iwd.state.ia.us](mailto:uiclaimshelp@iwd.state.ia.us)

Monday through Thursday, 8 a.m. to 8 p.m.  
Friday, 8 a.m. to 7 p.m. and Saturday 9 a.m. to 2 p.m.  
(excluding state holidays)

**To reactivate an existing claim**

On-line web application <http://www.iowaworkforce.org>

**Available 24 hours a day, seven days a week**

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Des Moines Area 281-4199

Outside Des Moines (877) 891-5344

Monday through Thursday, 8 a.m. to 8 p.m.  
Friday, 8 a.m. to 7 p.m. and Saturday 9 a.m. to 2 p.m.  
(excluding state holidays)

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On-line web application <https://uiclaims.iwd.iowa.gov/weeklyclaims/>

Interactive Voice Response (IVR)  
Outside Des Moines (800) 850-5627

Des Moines Area 281-6231

10 a.m., Saturday to 11:30 p.m., Sunday or  
8:00 a.m. to 4:59 p.m., Monday through Friday



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**To check on the status of your claim or the status of your benefit payment**  
On-line web application <https://uiclaims.iwd.iowa.gov/weeklyclaims/>

**Interactive Voice Response (IVR)**  
Outside Des Moines (800) 850-5627

Des Moines Area 281-6231

8:00 a.m. to 4:59 p.m., Tuesday through Friday

**Note:** If Monday is a holiday, information is not available until Wednesday of that week (see page 10 for detailed information).

**Image 2**

**Facts About Unemployment Insurance  
2012-2013**

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Eligibility Requirements ..... 1

How to Apply for Benefits ..... 2

How Much You Can Receive and How It Is Determined ..... 3

What Are the Wage Requirements ..... 4

When Will You Get Paid ..... 4

How a Part-Time Job Affects Your Benefits ..... 4

Self-Employment ..... 5

What Can Be Deducted From Your Benefits Other Than Wages ..... 5

What Are the Work Search Requirements ..... 5

Eligibility Review ..... 6

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**Iowa Workforce Development**

**IowaWORKS Center Directory**

If you have any questions concerning registration for work or general unemployment insurance questions, contact your nearest IowaWORKS Center listed below or you can look up information at one of our Access Point locations. Please visit [www.iowaworkforce.org](http://www.iowaworkforce.org) for Access Point location information.

If you are an interstate claimant (filing against Iowa from another state), please call the Unemployment Insurance Service Center at (866) 239-0843.

\* Indicates offices that conduct in-person appeal hearings.

**IowaWORKS Centers as of September 1, 2011.**

Burlington *	(319) 753-1671
Carroll*	(712) 792-2685
Cedar Rapids *	(319) 365-9474
Council Bluffs *	(712) 242-2100
Creston *	(641) 782-2119
Davenport *	(563) 445-3200
Decorah *	(563) 382-0457
Des Moines*	(515) 281-9619
Dubuque *	(563) 556-5800
Fort Dodge *	(515) 576-3131
Fort Madison	(319) 372-4412
Iowa City	(319) 351-1035
Marshalltown	(641) 754-1400
Mason City *	(641) 422-1524
Ottumwa *	(641) 684-5401
Sioux City*	(712) 233-9030
Spencer *	(712) 262-1971
Waterloo *	(319) 235-2123

Webster City ..... (515) 832-5261

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### Image 3

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#### INSTRUCTIONS

**To Start** 1. Write in Social Security number.

or 2. Write your name.

**Change:** 4. Check the box for either a start or change.

5. Check the box for the type of account you have, e.g., savings or checking

6. Write in the bank name and branch.

8. Write in the bank transit/ABA number and bank account number, using only letters

and numbers, NO SPACES, HYPHENS OR CHARACTERS. (See sample below)

10. Sign and date the form.

**Starting with the first box, writing left to right**, write ONLY your number, leaving the remainder of the boxes blank. On a checking account these numbers are printed at the bottom of your checks.

**Your bank, credit union, or savings and loan institution** will be able to provide you with your account number to receive your unemployment insurance benefits direct deposit.

If you are paid \$10.00 or more in unemployment insurance benefits, Iowa Workforce Development will mail a form 1099-G listing the amount of benefits paid to your address of record by January 31. The 1099-G also will list the amount(s) of any federal and/or state taxes withheld the previous year.

**To Stop:** 1. Write in your name and Social Security number.

2. Check the box for a stop.

3. Date and sign the form.

1

#### The Purpose of This Handbook

This handbook will answer most questions about your claim for unemployment insurance and help you avoid problems, delays, or improper payments. It explains your rights and responsibilities while claiming unemployment insurance benefits. **It is your responsibility to read and know the contents of this handbook.** This handbook contains general information only and does not have the force and effect of law, rule or regulation. Any questions concerning registration for work should be directed to the nearest IowaWORKS Center. Out of state claimants should register for work through the public employment office in their state of residence.

#### What Is Unemployment Insurance

**Warning: Do not provide your Social Security Number or other personal information over the telephone unless they can verify they are an Iowa Workforce Development employee.**

Unemployment insurance is like home or car insurance except **you do not pay any part of the cost.** Unemployment insurance is paid entirely by employers who are covered by the Iowa Employment Security Law. Unemployment insurance is not based on need; it

provides temporary benefits for people who are:

- Unemployed or working reduced hours through no fault of their own.
- Able to work and available for work.
- Actively looking for work (unless waived).

The intent is to pay benefits to eligible claimants during periods of unemployment when suitable work is not available. You must meet certain eligibility requirements set by law. This handbook briefly explains these conditions.

If you do not expect to be recalled to your job, it is your responsibility to register for work at an IowaWORKS Center. **Failure to register for work can result in a disqualification for benefits.** If you have access to the Internet, you may register for work on-line at

<http://www.iowaworkforce.org>. If you do not have access to the Internet, you will need to go into your nearest IowaWORKS Center to register for work in person (unless waived — see exceptions under What Are the Work Search Requirements?). IowaWORKS Centers can provide information about job openings, testing, counseling, job training programs and jobseeking skills.

#### Eligibility Requirements

##### To Be Eligible for Benefits You Must:

1. Be totally or partially unemployed.
2. Have worked and earned a certain amount of wages in work covered by unemployment

insurance in the last 15 to 18 months.

3. Have lost your job through no fault of your own.
4. Be able to work and available for work.
5. Be actively seeking work by in-person contact

with employers, unless approved to send résumés by Iowa Workforce Development. **Work search may be waived** if you meet certain criteria (see Exceptions under What Are the Work Search Requirements?).

6. Be registered for work unless waived (see

Exceptions under What Are the Work Search Requirements?).

7. Keep a record of your work search contacts in the back of this book and provide a copy of your work

search contacts on the Work Search History form upon request.

8. Report any job offers or referrals that you have refused when you call in your weekly-continued

claim.

9. Report if you quit or are fired from any job while claiming benefits.

10. Notify Iowa Workforce Development if for any reason you move or leave the area for more than

three working days.

11. **Report all earnings before deductions when earned, not when paid.** Report any vacation

severance or holiday pay.

Contact Iowa Workforce Development if you are receiving Workers Compensation or any other

type of pay that may be deductible.

#### IMPORTANT

If you are required to look for work, you must keep a record of your contacts. You may be requested to provide a copy of your work search contacts. If requested, you

must complete and return the form so that it is received prior to the due date. You must do this even if you claim benefits for just one week or have returned to work. For more information, see page 5 and 6.

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## Image 4

### 2

12. Notify Iowa Workforce Development if you are currently enrolled or start school.

13. Notify Iowa Workforce Development if you are receiving a private pension or workers'

compensation.

14. Understand that if it becomes necessary for Iowa Workforce Development to conduct a fact-finding

interview to determine your eligibility for benefits, you will be mailed a notice with the date and time of the fact-finding interview.

15. Understand that if a decision on any issue of your eligibility for unemployment insurance is appealed, your claim becomes **public record**.

16. Understand that UI benefits are fully taxable income for federal and state income taxes.

Requirements do exist pertaining to estimated tax payments. (Ask your tax preparer, the IRS, or state revenue department if you have questions).

17. Understand that you may choose to have income taxes withheld from your benefit payment and that you may change the withholding choice.

18. **Understand that attempting to claim and receive benefits fraudulently can result in loss of benefits, repayment of benefits, fines or imprisonment.**

### How to Apply for Benefits

There are several ways you can apply for benefits.

If you have access to the Internet, you can use our on-line system to apply for benefits at <http://www.iowaworkforce.org>. The system is available 24 hours a day, seven days a week. You may also visit your nearest IowaWORKS Center or Access Point and use a computer there to apply for benefits or complete a paper application. If your employer is participating in employerfiled claims, your employer may file your application on your behalf. See the inside back page of this handbook for telephone numbers of the IowaWORKS Centers and Access Point locations. If you do not live in Iowa, you may call the Interstate line toll free at (866) 239-0843.

**Note: The on-line claim application currently cannot be accessed using WebTV, PDAs, handheld computers, smart phones, and similar systems.**

### Access Points

Located at each Access Point there is a Virtual Desktop with a Virtual Desktop Guide. Together they contain resources and tools to help you through your unemployment and to help you find your new job.

Exploring the services provided to you on the Virtual Desktop and in the accompanying guide, will help you understand and follow the requirements needed for unemployment insurance claims and file your unemployment insurance claim. You may also chat with

a workforce advisor if you have any questions, search for jobs effectively, and explore employment services provided at IowaWORKS One-Stop Center locations, in addition to other helpful services.

Please remember that regardless of the method used to file your application, your claim will be

made effective the Sunday of the week in which your application was filed and you must report your continued claim each week to certify your eligibility.

No matter what method you choose to file you will need to have the following information:

- Your Social Security number;
- The name, address and telephone number of your most recent employer, and the beginning and ending dates you worked for that employer;
- An Alien Registration number, if you are not a U.S. citizen;
- A DD-214 (Member 4), if you served in the U.S. military during the last 18 months;
- An SF-8 form, if you worked for the federal

government in the last 18 months;

- The name(s) of anyone you will be claiming as a **dependent**, up to a maximum of four;
- The amount your spouse earned in the preceding

week, if you want to claim your spouse as a dependent (must be \$120 or less to be claimed).

#### **Monetary Record**

After you file your claim, you will be mailed a form called the Monetary Record. This form will show:

- The beginning date of your claim.
- Your four-quarter base period.
- The gross wages paid to you in the base period by each employer that is covered by unemployment

insurance.

- Your weekly benefit amount (WBA) if your earnings were high enough to qualify. See How Much

You Can Receive and How It Is Determined for information on WBA.

- Your maximum benefit amount (MBA). See How Much You Can Receive and How It Is Determined

for information on MBA.

Carefully examine the earnings reported on the Monetary Record. If you believe the earnings or employers shown are not correct, contact Iowa Workforce Development immediately (or you may send a letter appealing the Monetary Record). If available, send copies of your check stubs, W-2 forms or other proof of earnings.

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## **Image 5**

### **Benefit Year**

When you file a claim, you begin a benefit period of one year from the effective date of your claim. You may file for weeks you are unemployed within the benefit year until you have received your maximum benefit amount (MBA). At the end of your benefit year your claim will end, even if you have not claimed all of your benefits. If you exhaust your MBA prior to the end of your benefit year, you must wait until the end of the benefit year before you can file a new claim. If you file a new claim at the end of your benefit year, you may use your lag quarters from your prior claim that are in the new claim's base period.

**Note:** To receive benefits again on a new claim, you must have worked in a job covered by unemployment insurance after the filing of your previous benefit year claim and have been paid gross wages of at least \$250.

**How Your Social Security Number is Used**

Your Social Security number is used:

- For processing your unemployment insurance claim;
- To match with Social Security Administration records to verify your identity;
- To report unemployment benefit payments to the Internal Revenue Service (IRS) and to the Iowa

Department of Revenue as taxable income;

- To detect fraud in federal and state programs;
- For child support enforcement purposes;
- To verify eligibility for unemployment benefits and

public assistance.

Wage, benefit, and other information under your social security number may be exchanged with other agencies that administer federally assisted programs.

**Warning: Do not provide your Social Security Number or other personal information over the telephone unless they can verify they are an Iowa Workforce Development employee.**

**How Much You Can Receive and How It Is Determined****Weekly Benefit Amount (WBA)**

In Iowa, your weekly benefit amount is determined by your gross wages from all covered employers in the high quarter (HQ) of your base period and by the number of dependents you claim (see dependent information in this section). The minimum and maximum WBAs change each year for new claims filed after the first Sunday in July. A WBA schedule is available upon request at your nearest IowaWORKS Center.

**3**

Your WBA is calculated by the following:

**If you have** (for program year 7/01/2012 through 6/30/2013):

• **0 dependents**, your WBA is 1/23 of your HQ with a maximum of **\$396**

• **1 dependent**, your WBA is 1/22 of your HQ with a maximum of **\$411**

• **2 dependents**, your WBA is 1/21 of your HQ with a maximum of **\$426**

• **3 dependents**, your WBA is 1/20 of your HQ with a maximum of **\$449**

• **4+ dependents**, your WBA is 1/19 of your HQ with a maximum of **\$486**

**Example:** If your HQ earnings are \$9,042 and you have one dependent, your WBA is \$411 ( $\$9,042/22 = \$411$ ).

**Maximum Benefit Amount (MBA)**

The most you can receive during your benefit year is **26 times** your weekly benefit amount (WBA) or **one-third** of your total base-period wages, **whichever is less**.

**Exception:** If you are unemployed due to your **employer closing** at the location where you were last employed, your maximum benefit amount (MBA) **may be increased to 39 times your WBA** or **one-half** your total base-period wages, **whichever is less**. However, your **WBA does not change** due to a closing.

**Dependents**

Since dependents affect the weekly benefit amount you will receive, it is important you report the correct number of qualifying dependents when you file



your application. The following may be claimed as dependents, **if you meet certain criteria:**

- **Spouse**, if he/she did not work or worked and earned \$120 or less in gross wages during the calendar week prior to the effective date of your claim (exclude self-employment income). An individual cannot claim a spouse as a dependent if the spouse has listed the claimant as a dependent on a current claim.

- **Children** (or others), only if you are allowed to claim them under federal income tax guidelines and you claimed them this past tax year or will claim them in the current tax year.

**Note:** A maximum of four dependents is allowed. **You cannot claim yourself as a dependent.** Dependents cannot be used if someone else has claimed them on a current unemployment claim and the claim has not expired. Ask for more detailed information if you are unsure whether or not you can claim a dependent.

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## Image 6

### Base Period

The base period is a four-quarter (one-year) period of time from which your weekly benefit amount (WBA) and maximum benefit amount (MBA) are determined. The amount of wages you earn in the base period determines the amount of unemployment benefits you receive.

The base period is the first four of the last five completed calendar quarters at the time you file your initial claim for benefits. The quarter in which you file your claim and the preceding quarter are called the lag quarters and normally **are not** used to determine your benefits.

**Example:** If you file a new claim in **April, May, or June** (second quarter), your **base period** would be the preceding January 1 through December 31.

### Alternate Base Period

If you fail to qualify monetarily using the regular base period, you will receive a notification that you may be able to file a claim using an alternate base period. The alternate base period does not use earnings from the oldest calendar quarter used in the regular base period and substitutes the earnings from the last completed quarter, a lag quarter.

**Example:** If you file a new claim in October, November, or December (fourth quarter), the alternate base period would be the preceding October 1 through September 30.

## What Are the Wage Requirements

### To Be Eligible for Benefits You Must Have:

1. Earned and have been paid wages by employers covered by unemployment insurance in two or more quarters of your base period.
2. Total base-period earnings of at least 1.25 times the wages you earned in your highest base-period quarter.
3. A minimum amount of wages in the high and low quarters of your base period.

For Program Year 7/01/2012 - 6/30/2013:

High-Quarter Minimum = \$1,360

Low-Quarter Minimum = \$680

The same wage requirements apply to a claim filed using the regular base period or the alternative base period. If you do not meet all of the wage requirements, you are monetarily ineligible for benefits. However, you may file again in the next calendar quarter where a different base period will be used.

#### When Will You Get Paid

You should receive your first payment in about three weeks after you first apply for benefits if you meet all of the eligibility and monetary requirements. It takes about three weeks to receive your first payment because past employers in the last 18 months are notified of your claim and have 10 days to protest. If there are no protests on your claim, the payment is released. If you indicated in your claim that you quit or were fired from your most recent job, your claim is automatically protested. (If your claim is protested, see What Happens When Your Claim Is Protested?)

**Important Note:** You will be paid weekly on a pre-paid debit card unless you have selected the direct-deposit method. (See detailed information in How to Get Paid.) The form for selecting direct deposit is at the back of this handbook and can be obtained at your local IowaWORKS Center or on our Web site at <http://www.iowaworkforce.org/ui/60-0351.pdf>.

#### How a Part-Time Job Affects Your Benefits

If you work while claiming benefits, you can earn up to 25 percent of your weekly benefit amount (WBA) before any deduction is made from your benefit payments. All earnings over 25 percent of your WBA are fully deductible. Working part-time will extend the time you may draw benefits within your benefit year. However, the maximum benefit amount (MBA) does not change.

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## Image 7

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### RECORD OF WORK SEARCH

You are required to keep a list of your work search contacts in this handbook. You should keep this copy for at least one year.

**Date Company Name Company Address Person**

**Contacted**

**Phone  
No.**

**Results of  
Contact**

**Example:** If your WBA is \$385, you could earn \$96 (25 percent of \$385) before you would have a reduction in your benefit payment. If you had \$130 in gross earnings for a week, your benefit payment would be reduced by \$34 (\$130 minus \$96 = \$34 reduction) and your benefit amount for that week would be \$351 (\$385 minus \$34).

**Each week you claim benefits, you must report your gross wages (before deductions) from any job when**

you earn them, not when you are paid, even if the total is less than 25 percent of your WBA. Wages must be reported on a calendar week (Sunday through Saturday) regardless of the workweek used by your employer. There is a Work Record chart in the back of this handbook to help you determine weekly earnings. If your gross earnings equal or exceed your WBA plus \$15, you will not receive any payment for that week.

**Note:** While working part-time you must continue to look for work and be able and available for your regular type of work. The goal is to return to similar or better pay and hours you had prior to filing your UI claim.

#### Self-Employment

Income from self-employment is not considered wages and is not deducted from unemployment insurance benefits. However, you must still meet the eligibility requirements of being able, available and actively looking for work and willing to accept suitable work. If it is determined your self-employment prevents you from accepting suitable work, you may be disqualified due to being unavailable for work.

#### What Can Be Deducted From Your Benefits Other Than Wages

- Vacation pay: 100 percent deductible as reported by your employer.
- Holiday pay: Deductible as wages (see section How a Part-Time Job Affects Your Benefits).
- Severance pay, dismissal/termination pay,

separation allowance, wages in lieu of notice: 100 percent deductible.

- Temporary disability pay under workers' compensation: 100 percent deductible.
- Tips, gratuities, commissions, bonuses, and

incentive pay earned while claiming benefits: Deductible as wages (see section How a Part-Time Job Affects Your Benefits).

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- Private or government pension, or other similar periodic payment that is based on previous work with a base-period employer: Deductible based on the percentage of the employer's contribution.

- Cash value of housing or rent provided by your employer as all or part of your wages.

All deductible items are not listed. If you have a question about whether a certain item is deductible from your benefits, contact Iowa Workforce Development for a determination. **Failure to report a deductible item can result in an overpayment, which you will be required to repay.**

#### Child Support

By law, Iowa Workforce Development is required to deduct and withhold up to a maximum of 50 percent of your weekly benefit amount (before voluntary withholding of income taxes, but after any deductible earnings) when requested by the Department of Human Services Child Support Recovery Unit for child support payments. You will receive a written decision from Iowa Workforce Development if this deduction has been requested. Any questions should be directed to the local child-support agency.

#### What Are the Work Search Requirements

Everyone is required to make a minimum of two job contacts each week unless otherwise specified by Iowa Workforce Development. This is waived if you are temporarily unemployed and expect to be recalled by

your former employer in a reasonable period of time. This will be determined each time you file a claim.

- You must make contacts, even if you are working part-time.
- Your job contacts must be made between Sunday and Saturday of the week you are claiming

benefits. You may make your job contacts in person, by Internet, by on-line applications, mail, or faxing resumes. **Telephone calls are not acceptable.**

- Your work search must be a reasonable and honest

effort to find suitable work and you must be willing to accept a reasonable wage in your area for the job for which you are applying.

- Repeat or follow-up work searches may be made to the same employer after six weeks from the initial contact.

You are **required** to keep a record of your job contacts. You need to include the date of the contact, company name, address, phone number, and the name of the person you contacted.

## Image 8

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### RECORD OF WORK SEARCH

**You are required to keep a list of your work search contacts in this handbook.** You should keep this copy for at least one year.

**Date Company Name Company Address Person**

**Contacted**

**Phone  
No.**

**Results of  
Contact**

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It is suggested that you keep this record in the space provided at the end of this handbook. You are also **required** to provide a copy of this information on the **Work Search History** form, upon request.

Failure to make weekly work searches, keep a record of those work searches, and submit the Work Search History form upon request may result in a denial of benefits already paid, causing an overpayment of benefits you will be required to repay.

**Résumés** may be accepted as employer contacts if this is the customary means for you to secure employment in your regular occupation. You must be pre-approved by Iowa Workforce Development to apply in this manner. Résumés must be sent to an employer by mail, fax, on-line or in person, not by just sending it to a post office box number. You must keep a record of the employers to whom you sent a résumé and, upon request, provide that information on the Work Search History form.

#### Exceptions

The **work search** may be **waived** if you are **temporarily unemployed** and expect to be recalled by your former employer in a reasonable period of time. This will be

determined at the time you complete your application for a new claim or apply to reactivate an existing claim. You will be informed if your work search is waived. You must still be able and available for work with your regular employer and still may be required to accept other suitable offers of work. If your employer changes your temporarily unemployed status, you must notify Iowa Workforce Development and register for work. Failure to do so could result in disqualification and possible overpayment that will have to be repaid.

If you are in **school or a training program**, the **work search** may be **waived**. This schooling or training must be **approved** by Iowa Workforce Development in **advance** for the work search to be waived. (See You Can Go to School and Still Be Eligible for more information).

**Union members** who normally get a job through a **union hiring hall** are required to contact the hiring hall once each week to satisfy their work search requirement.

**Note:** If your work search requirements change during your benefit year, you will receive a notice from Iowa Workforce Development.

#### Eligibility Review

If you are required to make a work search, you may be called into your local IowaWORKS Center to review your work search. If an issue arises that could result in termination of your benefits, you may request three working days to prepare prior to giving a statement.

You also will be given an overview of placement services available at your local IowaWORKS Center. These services are to assist you in becoming reemployed. You may be asked to return to the local IowaWORKS Center to utilize the services available for your job search.

The Eligibility Review program is required by the Federal government to ensure you are following the correct procedures to become re-employed and are not placing unrealistic restrictions or barriers to becoming employed. **Failure to respond to a call-in could result in a disqualification of benefits.**

#### Reemployment Services — Profiling

Profiling is done in the first five weeks of your claim by looking at certain factors such as previous occupation, previous industry, education, duration of employment, wages, etc. If selected, your participation is mandatory since it is a condition of eligibility for unemployment insurance benefits. Reemployment services vary in some areas of the state. Some examples of reemployment services are job search assistance, job placement services, counseling, aptitude testing, job search workshops, job clubs and résumé writing assistance. These services may be conducted at the IowaWORKS Centers, or area colleges. Recent studies done by the U.S. Department of Labor found that people who received reemployment services returned to work earlier than people who did not receive services.

#### What Wage You Must Accept

##### Suitable Work

You are required to seek and accept suitable work. If the wage of a job offer is significantly below what you averaged at the job you held prior to filing for benefits, the job offer may be considered unsuitable.

Image 9

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WORK RECORD

Gross wages you earn while you are claiming partial benefits must be reported during the week they are earned (not paid). They must be reported on a Sunday through Saturday basis regardless of the work week normally used by your employer. You may want to record your earnings on this form so you can properly report them on your continued claim.

SUN MON TUES THURSWED FRI SAT Rate of Pay: \_\_\_\_\_

Week Ending

#Hours Worked

#Hours Worked

#Hours Worked

#Hours Worked

#Hours Worked

#Hours Worked

#Hours Worked

Total Hours

Total Wages

Iowa Workforce Development calculates your gross average weekly wage (AWW) by using the high quarter of your base period and dividing it by 13, the number of weeks in a quarter. A job offer is considered not suitable if the wages are below the following percentages of your AWW:

- 100 percent if work is offered during the first five weeks of your claim.
- 75 percent if work is offered during the sixth through the 12

th weeks of your claim.

- 70 percent if work is offered during the 13

th through 18 th weeks of your claim.

- 65 percent if work is offered after the 18 th week

of your claim. However, you are not required to accept employment below the federal or state minimum wage.

Example: Your high quarter (HQ) earnings during your base period were \$5,200, so your average weekly wage

(AWW) is calculated at \$400 per week (\$5200 divided by 13). Your AWW of \$400 per week equals \$10 per hour, assuming 40 hours a week. If you are offered work that will pay \$280 per week gross (\$7 per hour at 40 hours per week) and you have been claiming benefits for nine weeks when the offer was made, the job offer is considered NOT suitable because it is below 75 percent of your AWW.

Other factors are used to determine suitability of work. If you turn down any job offer or referral, you are required to notify Iowa Workforce Development. Ask for more information if you are considering turning down a job offer or referral to a job.

#### **New Employment or Job Offer**

When you start a new job (full or part-time) after applying for unemployment, please notify Iowa Workforce Development. If you are working fulltime, you should discontinue calling in your weekly continued claim. If you are working part-time, don't forget to report your wages when earned and not when paid. If you have accepted a **job offer**, you need to continue to look for work until the job actually starts if you want to continue to claim benefits. Many job offers are subject to passing a reference check, physical, drug screen or other work tests. Some offers are rescinded by the employer because of unforeseen cutbacks or because the person who was leaving decided not to leave after all. You also could find a temporary job before the new job starts or find a better job and turn down the first offer.

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### **What Does Able and Available for Work Mean**

**You must be physically able to work during any week you are claiming benefits.** If you are ill, on vacation, injured, on medical leave, or unable to work for any reason, you will not be eligible for benefits.

**You are required to report any condition that would prevent you from working, accepting work, or seeking work.** This includes, but is not limited to illness, injury, hospitalization, incarceration, school attendance, out of town, on vacation, or loss of child care or transportation. You may be required to provide evidence of your ability to work, such as a doctor's statement.

### **You Can Go to School and Still Be Eligible**

#### **Department Approved Training (DAT)**

You may receive benefits if you are attending school or a training course if approved by Iowa Workforce Development.

You must make a written application for DAT on the form provided by Iowa Workforce Development. If available when you apply for benefits, provide the name of the school, type of training, class schedule, and the beginning and ending dates of training.

Most requests for DAT will be approved if the training has a substantial curriculum. Approval or denial is always in writing and you may appeal if you are denied. **While attending approved training, you do not have to be available for work or search for work to continue to be eligible for benefits.** However, if you stop training for any reason, you must notify Iowa Workforce Development and must immediately search for work as instructed.

#### **Training Extension Benefits (TEB)**

Training extension benefits are an additional 26 weeks of benefits available to individuals:

- Who meet the eligibility requirements for



unemployment benefits,

- Who are laid-off or voluntarily separated from a declining occupation or involuntarily separated as

a result of a permanent reduction of operations at the individual's last place of employment.

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## Image 10

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In addition to the above requirements:

- your training must be for an occupation that is considered to be a High Demand Occupation (HDO) as defined by Iowa Workforce Development, or
- a high-tech occupation or training approved under the Workforce Investment Act (WIA), or
- you must be working towards a GED in an approved program.

Application for these training extension benefits (TEB) must be submitted before the end of the benefit year of the UI claim. TEB is only payable after all payments on regular and extension unemployment insurance benefits are exhausted and is only available to individuals who are attending a Department Approved Training program meeting the above requirements.

### How to Claim Benefits Each Week

**Each week you are unemployed and want to claim benefit payments, you must certify that you:**

- are unemployed or working reduced hours;
- are able and available for work;
- have not refused any job offers or referrals to a job;
- are actively looking for work (unless waived); and
- are reporting any pay or private pension you may

be receiving.

This is done **each** week on-line using the continued claims web application or by telephone using the Interactive Voice Response (IVR) unit.

### Continued Claim Web Reporting

You may file your weekly-continued claim on-line at <https://uiclaims.iwd.iowa.gov/weeklyclaims/>. You will be presented your eligibility questions.

### Touch-Tone Telephone Reporting

To file your weekly-continued claim by telephone, just call the continued claims reporting system at (800) 8505627 (outside the Des Moines area) or 281-6231 (in the Des Moines calling area). (The phone numbers are also on the back of this handbook.) An Interactive Voice Response unit (IVR) will answer. A prerecorded voice will ask you the eligibility questions one at a time. You answer **yes** by pressing number **1** and **no** by pressing number **9**.

Some questions will instruct you to enter the pound key (#) at the end of your answer. Many of your answers will be repeated to you by the computer system to make sure the information is correct. If it is not, you will be instructed on how to change your answer. The average length of time to file your continued claim by telephone is about three minutes.

**Important: If you get disconnected, hang up, or close out before the system tells you that your claim has been accepted, you will have to log in or call again to successfully file your continued claim.**

**Hours You Can Submit Your Weekly Claim**

10 a.m., Saturday to 11:30 p.m., Sunday  
or  
7:30 a.m. to 4:59 p.m.

Monday through Friday

The current week is the week that just ended on Saturday. Continued claims filed on Saturday, Sunday, or Monday are processed at the end of the day on Monday. **Phone lines are very busy on Saturday afternoon. Therefore, we suggest you call late on Saturday or on Sunday or Monday to avoid a busy signal.**

If you miss calling in for just one week, the system will allow you to file one back week and the current week during the same phone call.

**Personal Identification Number (PIN)**

The IVR systems and the on-line continued claims application for filing your weekly-continued claim or reactivating an existing claim require you to enter a four-digit personal identification number (PIN). Your PIN protects you from having another person file your claim or obtain information about your claim.

You will select your own PIN the first time you call in or log in on-line to report your weekly-continued claim. **Be sure to select a PIN that will be easy to remember**, since you must use the same PIN each time you call to file your weekly-continued claim or call to reactivate an existing claim. Do not use repeated numbers (such as 1111 or 3333) or numbers in sequence (such as 1234).

**Note:** In some cases you will need to select a new PIN the first time you call in your continued claim after reactivating an existing claim.

You, the claimant, are responsible for the answers to the questions presented by the on-line web application and the IVR system so be sure you keep your PIN number secure. **It is not permissible for any other individual to file your weekly-claim for you. Do not share your PIN with anyone.**

If you forget your PIN or you think someone else knows your PIN, report this immediately to Iowa Workforce Development and you will be provided instructions on how to establish a new PIN with your next call. IWD does not know your PIN

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representative. If you refuse to cooperate, you may be denied benefits. If you are selected for a review, it does not mean we suspect you have done something wrong. The federal government, for program improvement, requires the Quality Control program.

**Release of Information**

Information on your unemployment insurance claim is considered confidential by law. You may have a copy of all information in your file if you contact the UI Service Center or submit a written, signed request. Only general information may be given over the telephone. If you provide a written, signed request, wage record information will be provided to a third party.

Information on your claim **does** become a matter of **public record** if you receive an appeal decision on your claim from an administrative law judge (see First-Level Appeal).

Iowa Workforce Development will release information on your claim to various federal and state agencies if requested, and we are required to provide it by law,

rule or regulation.

#### **Are There Any Other Benefit Programs**

##### **Workforce Investment Act (WIA)**

If you are unemployed as a result of a permanent layoff, plant or business closing, and you have had the same type of job for many years, you may be eligible for this special dislocated worker program. If you think you qualify for this program, ask for more specific information.

##### **Trade Act**

If you are unemployed due to foreign imports, you may qualify for Trade Adjustment Assistance. If you think you qualify for this program, ask for more specific information.

##### **Workers' Compensation Unemployment Insurance Claim**

If you have recovered from a workers' compensation injury or illness and you lack the necessary earnings to qualify for an unemployment insurance claim as explained in What Are the Wage Requirements?, you may be eligible to receive benefits based on wages you were paid before the workers' compensation claim. If you think you qualify for this program, ask for more specific information.

##### **Disaster Unemployment Assistance (DUA)**

If you are unemployed as a result of a disaster and you lack the necessary earnings to qualify for an unemployment insurance claim as explained in What Are the Wage Requirements?, you may be eligible to receive benefits based on non-covered wages. If you think you qualify for this program, ask for more specific information.

#### **When Benefits Are Exhausted**

At the time of this printing there are extensions in effect. So you may be entitled to additional benefits after exhausting all regular benefits. We will send you a **written notice** to contact Iowa Workforce Development if it appears that you may qualify for an Extension of Benefits.

#### **Fraud**

You commit fraud if you knowingly make false statements, provide false information, or withhold information to obtain benefits. Examples of fraud include failure to properly report work and earnings or a job separation. Attempts to claim and receive benefits fraudulently can result in loss of benefits, fines or imprisonment. Be sure you make no false statement when applying for unemployment insurance or during the time you are claiming and receiving benefits.

#### **Equal Opportunity Is the Law**

Iowa Workforce Development is an equal opportunity employer and does not discriminate in its programs and services on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation, or belief, and for beneficiaries only, citizenship or participation in WIA. If you think you have been subjected to discrimination you should contact the affirmative action officer located at:

Iowa Workforce Development  
1000 East Grand Avenue  
Des Moines, Iowa 50319-0209

Auxiliary aids and services are available upon request to individuals with disabilities.

## Image 11

Options for federal or state or both, sign, date and return the form to:

**Iowa Workforce Development  
Unemployment Insurance Service Center  
P.O. Box 10332  
Des Moines, IA 50306-0332**

By January 31 of each year, you will be mailed a Form 1099-G telling you the amount of benefits you were paid during the previous year and any federal and/or state taxes that were withheld. The Internal Revenue Service and the state Department of Revenue and Finance also are advised of the amount of benefits paid to you and deductions withheld for you.

Requirements exist pertaining to quarterly tax payments. If you need tax assistance, contact the Internal Revenue Service at (800) 829-1040.

### **Using Wages Earned in Another State, the Military or the Federal Government**

When you file a claim you must report all wages in **all states** in the last 18 months, including wages from the **military and federal** employers, and provide complete addresses and dates of employment. If we have to request wage information from another state or the federal government, your claim will be delayed until we receive this information (usually about one week).

To receive **credit for military** wages, you need to provide a copy of your DD-214 (Member 4). If you served in the reserves, you must have had at least 90 consecutive days of active service for these wages to be used. The military service, not Iowa Workforce Development, determines if your earnings can be used on a claim.

If you worked for the **federal** government (nonmilitary), please send, if available, copies of your check stubs, W-2 and SF-8, which show the payroll address of your federal employer to the UI Service Center.

Iowa Workforce Development will inform you of your options in filing if you have any wages from out of state, the military or the federal government.

### **If You Move Out of Iowa, You May Claim Benefits Using Your Iowa Wages**

#### **Interstate Claim**

If you filed a claim in Iowa and then moved out of state, go to or call the nearest public employment service office in the state where you live. That office will register you for work. You will be instructed by your resident state to call the Iowa Unemployment Insurance Service Center interstate line to change your address and telephone number. **(You must notify the UI Service Center of any address changes because unemployment insurance correspondence may not be forwarded by the Postal Service.)** You will continue to file your weekly-continued claims using the toll-free number in Iowa. Iowa will continue to be the state paying your benefits until you obtain work, exhaust benefits, or your benefit year expires.

If you move out of Iowa and then want to file for benefits using Iowa wages, you must report to the nearest unemployment insurance office in the state where you are now living. That office will register you for work and instruct you to call the Iowa UI Service Center Interstate line to file your application for

benefits.

**Note:** If you have worked in the state you moved to, you may be eligible to combine your wages from Iowa and the other state. This may increase your WBA and MBA, so be sure to ask your resident state about that option.

The UI Service Center will then administer your claim and mail you all the information you need to claim benefits. You will file your weekly-continued claim on-line or by telephone as explained in Reporting Your Weekly-Continued Claim.

Once you establish an Iowa interstate claim, **Mail all correspondence to:**

Unemployment Insurance Service Center  
P.O. Box 10332  
Des Moines, IA 50306-0332

**For telephone inquiries, call (866) 239-0843.**

#### The Quality Control Program

The Quality Control program randomly selects claimants who are currently filing for benefits and reviews their claim. If you are selected, you will be asked to verify any wages you've earned and work search contacts you've made. You are required to attend an interview with a Quality Control

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#### Preparing to File Your Weekly-Continued Claim

1. Be sure to have your Social Security number and your PIN number.
2. If you worked during the week or you received or

will receive vacation or holiday pay, etc. during the week, be sure you know the gross (before deductions) amount in dollars before you call.

3. Have a pencil and paper handy to write down information you may need when contacting Iowa Workforce Development.

#### Reporting Your Weekly-Continued Claim

When you file your weekly-continued claim, you may select either the English or the Spanish version of the script. Each time you file you will be asked a series of basic questions that can be answered by responding yes or no. You will also be asked to provide basic information that will depend on the answers you provide to the basic questions. A sample script is provided below for you to review prior to filing your first continued claim. Reviewing this sample script may save you time and confusion.

#### Sample Telephone IVR Script

1. **Welcome to Iowa's unemployment insurance continued claims reporting system. Our menus have changed; please listen for our new options. For English, press one. For Spanish, press two (actual phrase is in Spanish).**
2. **Please enter your Social Security number followed by the pound key** (located to the right of the zero on your telephone keypad).
3. **You entered 967524183. If this is correct, please press one. If this is not correct, please press nine.**
4. **Please enter your personal identification number followed by the pound key.**
5. **One moment please** (brief pause).

6. Your new PIN is now set up as 5241. (If a PIN has already been established caller will not receive this message and will continue to number 7).

7. Do you have a new address or telephone number?  
If yes, press one. If no, press 9.

8. To check on a benefit payment, press one. To enter your weekly claim for unemployment benefits, press two. To repeat this menu, press three.

9. You may enter your claim for the week ending 032710.

10. It is important that you answer all questions truthfully. WARNING! Attempting to claim and receive unemployment insurance benefits by entering false information can result in loss of benefits, fines and imprisonment. To show you understand the warning message, please press one now. To show that you do not understand the warning message, press nine.

11. Your weekly claim can now be entered. If you hang up before the system tells you good-bye, your answers will not be recorded and your

payment will not be made.

12. Did you work during the week ending for 032710?  
If yes, press one. If no, press nine.  
Questions 13, 14, 15 and 16 will only be asked if you answered yes to question 12.

13. Was this self-employment? If yes, press one. If no, press nine.

14. Please enter your gross wages (rounded to the nearest dollar) for the week followed by the pound key.

15. You said that you worked during the week claimed.

If you are still working, press 2.

If you are laid-off, press 4.

If you were fired, press 6.

If you quit, press 8.

16. During the week claimed you worked and earned \$ Amount you entered in number 14 and you were Option you selected in number 15. If this is correct, please press one. If this is not correct, press nine.

17. Enter your holiday pay. For no pay, enter zero followed by the pound key or enter the gross amount rounded to the nearest dollar, followed by the pound key.

18. Enter your vacation pay, severance, wages in lieu of notice, separation or dismissal pay. If none was received, press zero followed by the pound key or

enter the gross amount rounded to the nearest dollar, followed by the pound key.

19. If you are now receiving private pension or military retirement, please press one. If you are not receiving these, press nine.

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Image 12

If the decision is appealed by either you or the employer, a **formal** hearing over the telephone with an administrative law judge is scheduled. However, you or the employer may request an in-person hearing. The party requesting the in-person hearing must travel to the IowaWORKS Center closest to the **other** party. There are 15 IowaWORKS Centers that conduct inperson hearings. These centers are listed in the office directory on the inside back cover of this handbook.

**Note:** You should continue to file weekly-continued claims during the appeal process.

If you receive a notice for a telephone hearing, you will be instructed to telephone the Appeals Bureau immediately to verify that you will participate and to provide the phone number where you and witnesses can be reached. The Appeals Bureau phone number on the notice is toll-free.

**Warning:** If you do not telephone the Appeals Bureau prior to your scheduled hearing, you will not be called to participate.

Unlike the fact-finding interview, an appeal hearing is **formal due process** where all parties are sworn in and the hearing is recorded. The administrative law judge will take new statements concerning the issue even if a statement was already given at the fact-finding interview. Either party can submit additional evidence at the hearing, so it is important you participate. You may choose to be represented by an attorney but you must do so at your expense.

The administrative law judge makes an impartial decision based on the information presented at the hearing and the contents of your file. You will receive the administrative law judge's decision in the mail in about 10 to 14 days.

#### **Second-Level Appeal - Employment Appeal Board**

If you or the employer disagrees with the administrative law judge's decision, it may be appealed to the Employment Appeal Board. The appeal must be postmarked within 15 calendar days from the mailing date of the administrative law judge's decision.

Members of the Employment Appeal Board are appointed by the governor to equally represent (1) employees, (2) employers, and (3) the general public. The board is in the Iowa Department of Inspections and Appeals, located in the Lucas State Office Building.

All parties will receive a **written transcript** or **CD** of the administrative law judge's hearing and will be given an opportunity to submit a **written summary** of their side.

The Employment Appeal Board **does not** hold hearings. The board decides each case by reviewing all the evidence that was presented to the administrative law judge. The board may affirm or reverse the administrative law judge's decision or may send the case back to the administrative law judge for further review or order a new hearing and decision if they feel the evidence in the administrative law judge's hearing is not sufficient or is incomplete. It usually takes 60 to 180 days from the date the appeal is filed to receive the Appeal Board decision.

If you disagree with the Employment Appeal Board decision, you may file a petition for judicial review in Iowa District Court or request a rehearing before the Appeal Board. The procedure and appeal deadlines are indicated on the decision.

#### **What If You Are Overpaid**

**If you receive benefits to which you are not entitled, you will be liable for repayment of those**

**benefits.** Iowa Workforce Development will recover an overpayment by requiring you to repay the total overpayment amount or repay under an installment payment plan if approved by the department. If you become eligible for unemployment insurance benefits in the future and you have an overpayment balance, your overpayment will be recovered by deducting it from any benefits you might otherwise receive on a weekly basis. No unemployment insurance benefits can be paid on a regular unemployment insurance claim until the overpayment has been recovered.

If you have an overpayment of at least \$50, the department will **garnish your Iowa state tax refund**, lottery prize, or vendor payment. If fraud is involved, the Investigations and Recovery Bureau may file a lien against your property and/or garnish wages to recover the overpayment.

**Note:** Total overpayment amounts include payments made to you and payments made on your behalf to revenue agencies for tax withholding and to the Child Support Recovery Unit for child support.

#### Are Benefits Taxable

All unemployment insurance benefits are fully taxable on your federal and state income taxes. You have the option of having federal and/or state taxes withheld from your benefit payments. Deductions are **10 percent** of the gross benefit payment for federal taxes and **5 percent** of the gross benefit payment for state taxes. If you elect to have taxes deducted, you must complete and sign the Tax Withholding Agreement form 60-0360 found at the back of this handbook. Please check your

#### 1510

20. Were you ready, willing, able and available for work during the week ending 032710? If yes, press one. If no, press nine.

21. Did you refuse any job offers or job referrals during the week? If yes, press one. If no, press nine.

Questions 22, 23 and 24 will not be asked if work search is waived.

22. Enter the number of employers you contacted followed by the pound key.

23. Were at least two contacts made in person? If yes, press one. If no, press nine.

24. Please remember it is your responsibility to keep a complete record of your work search contacts, as directed by the Workforce Development Center, and to provide a copy if requested.

25. The law imposes penalties for false statements.

Do you certify the statements which you entered are true for the week ending 032710? If the answer is yes, please press one. To hear this statement again, press nine. To cancel your claim, press seven.

26. Your claim for week ending 032710 has been

filed. Thank you. To avoid a delay in benefit payments, please remember you must file each week. Good bye. Please hang up your phone.

How to Determine the Status of Your Claim and When You Will Be Paid



After you have claimed your first two weeks you can find out the status of your claim for benefits on-line at <https://uiclaims.iwd.iowa.gov/weeklyclaims> or by telephoning (800) 850-5627 (toll free outside Des Moines) or 281-6231 (in the Des Moines calling area), the same number you use to file your weekly-continued claim. Just follow the prompts in the same manner as you would to file your weekly claim and press one when the system instructs, "To check on a benefit payment, press one. To enter your weekly claim for unemployment benefits, press two. To repeat this menu, press three." You can find out:

- The last week you claimed, if any.
- When your last payment was applied to your debit card or forwarded to your financial institution.
- The amount of the payment.
- Remaining balance (in dollars).

The status of claim option is **only** available **7:30 a.m. to 4:59 p.m., Tuesday through Friday.** (If Monday is a holiday, the status of claim option is not available until Wednesday of that week.)

#### How to Get Paid

##### Payment by Pre-Paid Debit Card

You will receive a weekly payment that is applied to a pre-paid debit card unless you have requested direct deposit. You may access funds at your convenience using the pre-paid debit card. The debit card will allow you to:

- Make purchases or get cash back at a merchant
- Get cash at an ATM
- Get cash from a teller in a Bank or Credit Union

The pre-paid debit card option will also allow you unlimited access through a secure website or the Integrated Voice Response System (IVR) to:

- Check your balance
- Select or change your Personal Identification Number (PIN)

**Note:** The PIN for your pre-paid debit card may be different than the PIN used for reporting to Iowa Workforce Development.

- Review transaction history
- Sign up for and receive notification of deposits by telephone or email
- For telephone notification of deposits posted

to your account, call the customer service IVR at 866-899-5611 (toll free) and follow the prompts to setup this service. Each month you are allowed six (6) free calls to the IVR to check your balance and obtain account information.

- For email notification of deposits to your

account, go to <https://www.EPPICard.com>. Setup your ID and password and enter your personal email address. You have unlimited access to the on-line service to check your balance and obtain account information.

Your first benefit payment will be applied to the prepaid debit card, if determined eligible (about three weeks), you will begin receiving weekly deposits to your debit card account. If you file your continued claim each week on Saturday, Sunday, or Monday, your payment **should be** applied to your debit card on Thursday\*.

#### Image 13

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3. Please enter your Social Security number.

Caller enters 976251483 (his/her Social Security number).

4. You entered 976251483. If this is correct, please press one. If not, press two.

Caller presses 1.

5. If you know your PIN, please press one. If you do not know your PIN, press two.

Caller knows his/her PIN, so presses 1.

6. Please enter your PIN.

Caller presses 3786 (his/her four-digit PIN).

7. Have you worked since you last filed for unemployment benefits? If yes, please press one. If no, press two.

Caller hasn't worked since he/she last filed for benefits, so presses 2.

8. Are you able and available for work? If yes, please press one. If no, press two.

Caller is able and available for work now, so presses 1.

9. You said you are able and available for work. If this is correct, please press one. If this is not correct, press two.

Caller presses 1.

10. The law imposes penalties for false statements. Do you certify the statements you entered are true? If yes, please press one. If no, press two. To hear this message again, press three.

Caller certifies the statements are true by pressing 1 and then hangs up.

#### What Happens When Your Claim Is Protested

All employers you've had for the last 18 months can potentially be liable for your unemployment insurance benefits; therefore, they are eligible to protest. If you indicated in your claim that you quit or were fired from your most recent job, your claim is automatically protested.

#### Fact-Finding Interview

If your claim for UI is protested, Iowa Workforce Development may arrange a fact-finding interview. You should continue to phone in weekly-continued claims if your claim is protested.

The fact-finding interview will be conducted by telephone. You and the employer will receive a **Notice of Unemployment Insurance Fact-Finding Interview** containing the scheduled date, time, and the telephone number where you will be called for the interview. Complete instructions are provided on the notice you receive.

If you will not be available to participate, notify IWD immediately or you may lose your benefits. Follow the instructions on the notice you received to contact Iowa Workforce Development.

Within a few days of the interview, you will receive an appealable decision in the mail. Read it carefully. If it is favorable to you and there are no additional issues, your claim will be released so you can begin receiving payments. However, if the decision is later reversed on appeal, you will be required to repay the benefits you

received.

#### If You Are Denied Benefits, Can You Appeal

##### First-Level Appeal—Administrative

##### Law Judge

If you or the employer disagrees with a decision, either party has the right to appeal and present testimony to an administrative law judge. The appeal must be postmarked or received within 10 calendar days after the mailing date shown on the decision. You may mail your appeal to:

Iowa Workforce Development  
Appeals Bureau  
1000 East Grand Avenue,  
Des Moines, IA 50309-0209

or

Fax it to (515) 242-5144.

You may contact the Appeals Bureau at (515) 281-3747 or the local IowaWORKS Center to assist you in filing an appeal or answering general questions.

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- Are unemployed due to a **strike or labor dispute**.
- **Have set unrealistic limitations** on the wages, hours or days, types of work or locations of a job **you will accept**.
- **Fail to report** to the IowaWORKS Center or satisfactorily **participate in reemployment services** when told to do so.
- Are a **school employee** with either a **contract or reasonable assurance** of returning to work when school resumes the next academic year or term. If you are an educational employee, ask if this applies to you.
- **Fail to return the Work Search History form** when requested.

#### How to Reactivate Your Claim

If you have an existing claim, (claims are effective for one year) and you stopped claiming (weeklycontinued claim call) for one or more weeks and you want to receive benefits again, you must reactivate your claim. Reactivating an existing claim can be done on-line, 24 hours a day, 7 days a week at <http://www.iowaworkforce.org>.

If you only worked for one employer during the past six months, you may reactivate an existing claim over the telephone using the UI Service Center's Interactive Voice Response (IVR) system. You must reactivate your claim during the week you want to claim not after the week is over. The telephone system will ask you if you have worked since you last filed for unemployment benefits. **This means since you filed your last weeklycontinued claim or since you last activated your existing claim even though you may not have reported any weekly-continued claims.** If you have worked, your answer should be yes. If you haven't worked (didn't claim a week or more due to illness, vacation, etc.) answer no. If there is a problem on your claim or you worked for more than one employer, you will be instructed to contact your local IowaWORKS Center where a representative will help you resolve the problem and reactivate your existing claim.

When you call to reactivate your claim, the computer will play a prerecorded message (a script). You will be asked to provide information and answer yes and no questions using your telephone keypad. The first time you called in to report your weekly claim you

established a personal identification number (PIN). This same PIN can be used to reactivate your claim. Sample scripts are provided in this booklet for you to review prior to making your call to reactivate your claim. Reviewing these scripts may save you time and confusion during your call. **Please be sure to listen very carefully to the script you hear when you call since that script may not match the sample scripts.**

**Exception:** If there is a holiday during the week, payment will be delayed an extra workday. Since you will not receive any written notification of the deposit, it is your responsibility to verify receipt of the deposits posted to your debit card account by using the unlimited access through the secure website at <https://EPPICard.com> or by calling the IVR toll free number at 1-866-899-5611.

#### Payment by Direct Deposit

To setup direct deposit you must obtain your financial institution's transit number and your account number (savings or checking) and complete the Direct Deposit Agreement form 60-0351 at the back of this handbook or print the form from our website at <http://www.iowaworkforce.org/ui/60-0351.pdf>. The form provides you with instructions on how to locate the transit number and account number or you may contact your financial institution. You must return the completed form to:

Iowa Workforce Development  
Unemployment Insurance Service Center  
P. O. Box 10332  
Des Moines, IA 50306-0332

After you receive your first payment (about three weeks) and your form is processed, you will begin receiving weekly deposits. If you telephone each week to file your continued claim on Saturday, Sunday, or Monday, your payment **should be** deposited in your account on Friday\*.

**Exception:** If there is a holiday during the week, payment will be delayed an extra workday. Since you will **not** receive any written notification of your deposit, it is your responsibility to verify receipt of the deposit from your financial institution.

\*Due to circumstances outside our control, sometimes checks are not deposited or received on the expected day.

#### Denial of Benefits

Even though you may meet all other requirements, you may be disqualified from receiving unemployment insurance. A few reasons you may be disqualified for benefits are:

- **Quit** your job without good cause attributable to your employer.
- Were **discharged** or suspended for **misconduct** in connection with your job.
- **Refused suitable work** with an employer or **recall**

to suitable work by your former employer.

- Are **not able** to work, **not available** to work or **not actively seeking work** as required.

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## Image 14

### Touch-Tone Telephone Reactivation of an Existing Claim

To reactivate your existing claim by telephone, just call (877) 891-5344 (toll free outside the Des Moines area) or 281-4199 (within the Des Moines calling area) (also

**listed on the back of this handbook).** An Interactive Voice Response (IVR) unit will answer. You may select either the English or Spanish version of the script. A prerecorded voice will ask you to provide information by responding to questions one at a time. You answer **yes** by pressing number **1** and **no** by pressing number **2** (this is different than the continued claims reporting system).

Several of your answers will be repeated to you by the computer system to make sure the information is correct. If it is not, you will be instructed on how to change your answer.

**Important:**

**If you get disconnected or hang up before the system asks you to certify your statements as being true and you respond that they are, you will have to call again to reactivate your claim.**

**Hours You Can Reactivate Your Existing Claim**

The Internet filing option is available 24 hours a day, seven days a week

Touch-Tone Telephone IVR System  
(in English and Spanish)  
Monday through Thursday, 8 a.m. to 8 p.m.  
Friday, 8 a.m. to 7 p.m.

Saturday 9 a.m. to 2 p.m.  
(with the exception of state holidays)

**Preparing to Reactivate an Existing Claim**

1. Be sure to have your Social Security number and your PIN number for the call.
2. If you have worked since you last reported a

weekly-continued claim or activated your claim, you will need the following information:

- Name and address of your employer.
- Date you started working for your most recent employer, and
- The date you last worked for that employer.

3. If you have received or will receive vacation and/or severance pay, you will need the ending date of the period covered by that pay.

4. Have a pencil and paper to write down information that you may need, such as your work search requirements.

**Sample Telephone IVR Scripts**

**Sample 1—Temporary Layoff**

The caller was temporarily laid off on 01-04-2008 and filed a valid claim with an effective date of 01-062008. He/She drew several weeks of benefits and then returned to work with the same employer on 01-282008, so the last week claimed was 01-25-2008. He/She is again temporarily laid off from that same employer, his/her last date worked was 06-20-2008, and he/she won't receive any vacation or severance pay. The caller expects to be recalled by his/her employer. The caller waits until Monday morning the 23

rd of June to call the

IVR and reactivate the existing claim because Monday starts the week that he/she is unemployed.

1. **Welcome to the Unemployment Insurance Customer Service Center, a service of Iowa Workforce Development. For English, press one. For Spanish, press two (actual phrase is in Spanish).**

Caller wants the script in English, so presses 1.

2. To file a new claim or reopen an old claim, please press one. For a question on unemployment insurance or fact-finding, press two. To file your weekly-continued claim, press three.

Caller wants to reactivate an existing claim (reopen an old claim), so presses 1.

3. Please enter your Social Security number.  
Caller enters 967524183 (his/her Social Security number).

4. You entered 967524183. If this is correct, please press one. If not, press two.  
Caller presses 1.

5. If you know your PIN, please press one. If you do not know your PIN, press two.  
Caller knows his/her PIN, so presses 1.

6. Please enter your PIN.  
Caller presses 7524 (his/her four-digit PIN).

7. Have you worked since you last filed for unemployment benefits? If yes, please press one. If no, press two.

Caller presses 1 because he/she had returned to work and is now laid off again.

## 12 13

8. Have you worked for more than one employer in the past six months? If yes, please press one. If no, press two.

Caller has only worked for one employer in the past six months, so presses 2.

9. If you are not working because the business closed, please press one. If you were laid off, please press two. If you quit, press three. If you were discharged, press four. If there was a strike or lock out, press five. If you are still working, press six. If none of these apply, press nine. To hear these choices again, press eight.

Caller is temporarily laid off, so presses 2.  
(Although the business may be closed down during the layoff, it is not permanently closed.)

10. Did you decline to bump an employee with less seniority? If yes, please press one. If no, press two.

Caller wasn't laid off because he/she declined to bump another employee with less seniority, so presses 2.

11. Do you expect to be recalled by your most recent employer? If yes, please press one. If no, press two.

Caller expects to return to work with the employer in a reasonable period of time, so presses 1.

12. Please enter the date you started working for your most recent employer. For example, June 5, 2000, would be entered as 060500.

Caller began employment on February 1, 1999, so presses 020199.

13. Please enter the date you last worked. For example, January 2, 1999, would be entered as 010299.

Caller last worked on June 20, 2008, so presses 062008.

**14. Will you receive severance pay or vacation pay? If yes, please press one. If no, press two.**  
 Caller isn't receiving severance or vacation pay, so presses 2.

**15. You will need to reset your PIN number the next time you call to file your continued claim. Remember to report any holiday pay as wages. You said you started work on 020199. You said you last worked on 06-20-2008. You said the last day you were or will be paid was 06-20-2008**

(computer calculated this date based on the caller providing the date he/she last worked and indicating no severance or vacation pay). **You said you filed your claim because you were laid off. If this is correct, please press one. If this is not correct, press two.**

Caller presses 1 because the responses are

correct.

**16. You must notify Iowa Workforce Development if your layoff status changes. For example, notify us if you were on temporary layoff, then told by your employer that you will be permanently laid off.**

**17. Is there a change to your name, address or telephone number that you have not reported? If yes, please press one. If no, press two.**

Caller presses 2 because none of the items have changed since he/she last applied for benefits.

**18. The law imposes penalties for false statements. Do you certify the statements you entered are true? If yes, please press one. If no, press two, To hear this message again, press three.**

Caller certifies the statements given are true by pressing 1 and then hangs up.

#### **Sample 2—Hasn't Worked Since Last Claiming**

The caller was permanently laid off on 01-04-2008 and filed a valid claim with an effective date of 01-06-2008. He/She drew several weeks of benefits, then went to take care of a sick family member for three weeks and was not available for work, so he/she did not call in weekly-continued claims for those weeks. He/She became available for work again on 02-15-2008. He/She waits until Monday morning the 18

th of February

to call the IVR and reactivate the existing claim because he/she wasn't available for work the majority of the previous week(s), so Monday starts the first week he/she is available.

**1. Welcome to the Unemployment Insurance Customer Service Center, a service of Iowa Workforce Development. For English, press one. For Spanish, press two (actual phrase is in Spanish).**

Caller wants the script in English, so presses 1.

**2. To file a new claim or reopen an old claim, please press one. For a question on unemployment insurance or fact-finding, press two. To file your weekly-continued claim, press three.**

Caller wants to reactivate an existing claim

(reopen an old claim), so presses 1.

---



**Message: RE: 70-6200 Facts For Workers****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:37 PM  
 Item ID: 40860786  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**RE: 70-6200 Facts For Workers**

**From** Roovaart, Michelle [IWD] **Date** Friday, June 01, 2012 7:26 AM  
**To** Johnson, Brei [IWD]  
**Cc** Boten, Brenda [IWD]; Eklund, David [IWD]; Goode, JoAnn [IWD]; West, Ryan [IWD]; Wilkinson, Michael [IWD]; Dara, Inkham [IWD]; Sussex, Stella [DAS]

 **70-6200 Facts for Workers 2012.05 Printer Spread.pdf** (701 Kb HTML)

Brei,  
 Thank you for doing this in such a short time. I do not have any changes and did not receive any additions or changes from anyone. Let's go with this. I have also copied Stella on this email so hopefully this is the version that you forward to print off of? If not, please let me know.

JoAnn,  
 Would you please send a purchase request and sample of the .pdf to Inkham so she can create the I-3 document to DAS?

If you have any questions, please let me know before 10:00AM as I will be leaving early today.

Thank you  
 Michelle

**From:** Roovaart, Michelle [IWD]  
**Sent:** Thursday, May 31, 2012 7:25 AM  
**To:** Bervid, Joseph [IWD]; Boten, Brenda [IWD]; Carson, Etha [IWD]; Eklund, David [IWD]; Roovaart, Michelle [IWD]; West, Ryan [IWD]; Wilkinson, Michael [IWD]  
**Cc:** Goode, JoAnn [IWD]; Borgeson, Jill [IWD]; Prettyman, Laura [IWD]; Close, Kara [IWD]; Johnson, Brei [IWD]  
**Subject:** FW: 70-6200 Facts For Workers  
**Importance:** High

Please review attached and let me know if you have any changes. The printing of this booklet has to go out for bid, so we need to finalize this by close of today if at all possible.

I did not change anything except for the hours of operation and the benefit information.

Thanks!

**From:** Johnson, Brei [IWD]  
**Sent:** Wednesday, May 30, 2012 1:20 PM  
**To:** Roovaart, Michelle [IWD]  
**Cc:** Goode, JoAnn [IWD]  
**Subject:** RE: 70-6200 Facts For Workers

Hi Michelle,

Please review the attached 70-6200 Facts for Workers booklet with your requested year, WBA, high/low quarter and hour of operations changes. Once you receive requested changes back from UI management and trainers just let me know what they are and I will incorporate them as well.

Thanks,

**Brei Johnson**  
 Marketing Communications Specialist  
 Communications Bureau

1000 East Grand Avenue  
 Des Moines, IA 50319-0209  
 Phone: 515-281-6102  
 Fax: 515-281-4598  
 brei.johnson@iwd.iowa.gov  
 www.iowaworkforce.org

**From:** Roovaart, Michelle [IWD]  
**Sent:** Tuesday, May 29, 2012 3:00 PM  
**To:** Johnson, Brei [IWD]

**Cc:** Goode, JoAnn [IWD]  
**Subject:** RE: 70-6200 Facts For Workers

Brei,  
Attached are the changes for the Facts for Workers booklet. I didn't make many changes as we are on a tight schedule in order to get this bid out. I changed the year, WBA, high/low quarter and hours of operation (they are highlighted in yellow).

When you get the changes made and sent back, I will send the pdf out for review by UI Management and trainers.

Thanks!

---

**From:** Johnson, Brei [IWD]  
**Sent:** Friday, May 25, 2012 8:34 AM  
**To:** Roovaart, Michelle [IWD]  
**Subject:** RE: 70-6200 Facts For Workers

Good Morning Michelle,

I'm not able to tell 100% because the revision date has been removed from the document title, but I would guess so. It appears to have all the most current Access Point information added to it.

Attached is the document we sent to the printer when we did the reprint in January. If there were any changes made when we did the reprint I probably just added them to this document. It's in the printer's spread though so I don't think they would appreciate reviewing the content laid out that way.

**Brei Johnson**  
*Marketing Communications Specialist*  
*Communications Bureau*

1000 East Grand Avenue  
Des Moines, IA 50319-0209  
Phone: 515-281-8102  
Fax: 515-281-4698  
[brei.johnson@iwd.iowa.gov](mailto:brei.johnson@iwd.iowa.gov)  
[www.iowaworkforce.org](http://www.iowaworkforce.org)

---

**From:** Roovaart, Michelle [IWD]  
**Sent:** Friday, May 25, 2012 7:51 AM  
**To:** Johnson, Brei [IWD]  
**Subject:** Facts For Workers

Brei,  
Would you please confirm this is the most recent FFW Booklet? I have not received any response to my email to update this and I want to send the most recent version out to other staff for review.

Thank You!

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

- [Image 1](#)
  - [Image 2](#)
  - [Image 3](#)
  - [Image 4](#)
  - [Image 5](#)
  - [Image 6](#)
  - [Image 7](#)
  - [Image 8](#)
  - [Image 9](#)
  - [Image 10](#)
  - [Image 11](#)
  - [Image 12](#)
  - [Image 13](#)
  - [Image 14](#)
- 

## Image 1

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.  
For deaf and hard of hearing, use relay 711.  
70-6200 (05.12)

To find a Virtual Access Point location near you, please visit <http://www.iowaworkforce.org/vap.pdf>

## IOWA WORKFORCE DEVELOPMENT

**P .O. Box 10332**

**Des Moines, Iowa 50306-0332**

## IMPORTANT INFORMATION THAT COULD AFFECT YOUR BENEFITS

**For questions and assistance with your claim, contact:**

Outside Des Moines (866) 239-0843

Des Moines Area 281-4199

By E-Mail [uiclaimshelp@iwd.state.ia.us](mailto:uiclaimshelp@iwd.state.ia.us)

Monday through Thursday, 8 a.m. to 8 p.m.

Friday, 8 a.m. to 7 p.m. and Saturday 9 a.m. to 2 p.m.  
(excluding state holidays)

### To reactivate an existing claim

On-line web application <http://www.iowaworkforce.org>

### Available 24 hours a day, seven days a week

Interactive Voice Response (IVR)

Des Moines Area 281-4199

Outside Des Moines (877) 891-5344

Monday through Thursday, 8 a.m. to 8 p.m.

Friday, 8 a.m. to 7 p.m. and Saturday 9 a.m. to 2 p.m.  
(excluding state holidays)

### To continue receiving benefits, report each week:

On-line web application <https://uiclaims.iwd.iowa.gov/weeklyclaims/>

Interactive Voice Response (IVR)

Outside Des Moines (800) 850-5627

Des Moines Area 281-6231

10 a.m., Saturday to 11:30 p.m., Sunday or

8:00 a.m. to 4:59 p.m., Monday through Friday

**Note:** Phone lines are very busy on Saturday afternoon. Please try on Sunday or Monday to avoid a busy signal. See pages 9-10 for list of questions asked.

**To check on the status of your claim or the status of your benefit payment**

On-line web application <https://uiclaims.iwd.iowa.gov/weeklyclaims/>

**Interactive Voice Response (IVR)**

Outside Des Moines (800) 850-5627

Des Moines Area 281-6231

8:00 a.m. to 4:59 p.m., Tuesday through Friday

**Note:** If Monday is a holiday, information is not available until Wednesday of that week (see page 10 for detailed information).

**Image 2**

**Facts About Unemployment Insurance  
2012-2013**

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Eligibility Requirements ..... 1

How to Apply for Benefits ..... 2

How Much You Can Receive and How It Is Determined ..... 3

What Are the Wage Requirements ..... 4

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IowaWORKS Center Directory ..... Inside Back Cover

**Iowa Workforce Development**

**IowaWORKS Center Directory**

If you have any questions concerning registration for work or general unemployment insurance questions, contact your nearest IowaWORKS Center listed below or you can look up information at one of our Access Point locations. Please visit [www.iowaworkforce.org](http://www.iowaworkforce.org) for Access Point location information.

If you are an interstate claimant (filing against Iowa from another state), please call the Unemployment Insurance Service Center at (866) 239-0843.

\* Indicates offices that conduct in-person appeal hearings.

**IowaWORKS Centers as of September 1, 2011.**

Burlington *	(319) 753-1671
Carroll*	(712) 792-2685
Cedar Rapids *	(319) 365-9474
Council Bluffs *	(712) 242-2100
Creston *	(641) 782-2119
Davenport *	(563) 445-3200
Decorah *	(563) 382-0457
Des Moines*	(515) 281-9619
Dubuque *	(563) 556-5800
Fort Dodge *	(515) 576-3131
Fort Madison	(319) 372-4412
Iowa City	(319) 351-1035
Marshalltown	(641) 754-1400
Mason City *	(641) 422-1524
Ottumwa *	(641) 684-5401
Sioux City*	(712) 233-9030
Spencer *	(712) 262-1971
Waterloo *	(319) 235-2123

Webster City ..... (515) 832-5261

---

### Image 3

23

#### INSTRUCTIONS

**To Start** 1. Write in Social Security number.

or 2. Write your name.

**Change:** 4. Check the box for either a start or change.

5. Check the box for the type of account you have, e.g., savings or checking

6. Write in the bank name and branch.

8. Write in the bank transit/ABA number and bank account number, using only letters and numbers, NO SPACES, HYPHENS OR CHARACTERS. (See sample below)

10. Sign and date the form.

**Starting with the first box, writing left to right**, write ONLY your number, leaving the remainder of the boxes blank. On a checking account these numbers are printed at the bottom of your checks.

**Your bank, credit union, or savings and loan institution** will be able to provide you with your account number to receive your unemployment insurance benefits direct deposit.

If you are paid \$10.00 or more in unemployment insurance benefits, Iowa Workforce Development will mail a form 1099-G listing the amount of benefits paid to your address of record by January 31. The 1099-G also will list the amount(s) of any federal and/or state taxes withheld the previous year.

**To Stop:** 1. Write in your name and Social Security number.

2. Check the box for a stop.

3. Date and sign the form.

1

#### The Purpose of This Handbook

This handbook will answer most questions about your claim for unemployment insurance and help you avoid problems, delays, or improper payments. It explains your rights and responsibilities while claiming unemployment insurance benefits. **It is your responsibility to read and know the contents of this handbook.** This handbook contains general information only and does not have the force and effect of law, rule or regulation. Any questions concerning registration for work should be directed to the nearest IowaWORKS Center. Out of state claimants should register for work through the public employment office in their state of residence.

#### What Is Unemployment Insurance

**Warning: Do not provide your Social Security Number or other personal information over the telephone unless they can verify they are an Iowa Workforce Development employee.**

Unemployment insurance is like home or car insurance except **you do not pay any part of the cost.** Unemployment insurance is paid entirely by employers who are covered by the Iowa Employment Security Law. Unemployment insurance is not based on need; it

provides temporary benefits for people who are:

- Unemployed or working reduced hours through no fault of their own.
- Able to work and available for work.
- Actively looking for work (unless waived).

The intent is to pay benefits to eligible claimants during periods of unemployment when suitable work is not available. You must meet certain eligibility requirements set by law. This handbook briefly explains these conditions.

If you do not expect to be recalled to your job, it is your responsibility to register for work at an IowaWORKS Center. **Failure to register for work can result in a disqualification for benefits.** If you have access to the Internet, you may register for work on-line at

<http://www.iowaworkforce.org>. If you do not have access to the Internet, you will need to go into your nearest IowaWORKS Center to register for work in person (unless waived — see exceptions under What Are the Work Search Requirements?). IowaWORKS Centers can provide information about job openings, testing, counseling, job training programs and jobseeking skills.

#### Eligibility Requirements

##### To Be Eligible for Benefits You Must:

1. Be totally or partially unemployed.
2. Have worked and earned a certain amount of wages in work covered by unemployment

insurance in the last 15 to 18 months.

3. Have lost your job through no fault of your own.
4. Be able to work and available for work.
5. Be actively seeking work by in-person contact

with employers, unless approved to send résumés by Iowa Workforce Development. **Work search may be waived** if you meet certain criteria (see Exceptions under What Are the Work Search Requirements?).

6. Be registered for work unless waived (see

Exceptions under What Are the Work Search Requirements?).

7. Keep a record of your work search contacts in the back of this book and provide a copy of your work

search contacts on the Work Search History form upon request.

8. Report any job offers or referrals that you have refused when you call in your weekly-continued

claim.

9. Report if you quit or are fired from any job while claiming benefits.

10. Notify Iowa Workforce Development if for any reason you move or leave the area for more than

three working days.

11. **Report all earnings before deductions when earned, not when paid.** Report any vacation

severance or holiday pay.

Contact Iowa Workforce Development if you are receiving Workers Compensation or any other

type of pay that may be deductible.

#### IMPORTANT

If you are required to look for work, you must keep a record of your contacts. You may be requested to provide a copy of your work search contacts. If requested, you



must complete and return the form so that it is received prior to the due date. You must do this even if you claim benefits for just one week or have returned to work. For more information, see page 5 and 6.

---

## Image 4

### 2

12. Notify Iowa Workforce Development if you are currently enrolled or start school.

13. Notify Iowa Workforce Development if you are receiving a private pension or workers'

compensation.

14. Understand that if it becomes necessary for Iowa Workforce Development to conduct a fact-finding

interview to determine your eligibility for benefits, you will be mailed a notice with the date and time of the fact-finding interview.

15. Understand that if a decision on any issue of your eligibility for unemployment insurance is appealed, your claim becomes **public record**.

16. Understand that UI benefits are fully taxable income for federal and state income taxes.

Requirements do exist pertaining to estimated tax payments. (Ask your tax preparer, the IRS, or state revenue department if you have questions).

17. Understand that you may choose to have income taxes withheld from your benefit payment and that you may change the withholding choice.

18. **Understand that attempting to claim and receive benefits fraudulently can result in loss of benefits, repayment of benefits, fines or imprisonment.**

#### How to Apply for Benefits

There are several ways you can apply for benefits.

If you have access to the Internet, you can use our on-line system to apply for benefits at <http://www.iowaworkforce.org>. The system is available 24 hours a day, seven days a week. You may also visit your nearest IowaWORKS Center or Access Point and use a computer there to apply for benefits or complete a paper application. If your employer is participating in employerfiled claims, your employer may file your application on your behalf. See the inside back page of this handbook for telephone numbers of the IowaWORKS Centers and Access Point locations. If you do not live in Iowa, you may call the Interstate line toll free at (866) 239-0843.

**Note: The on-line claim application currently cannot be accessed using WebTV, PDAs, handheld computers, smart phones, and similar systems.**

#### Access Points

Located at each Access Point there is a Virtual Desktop with a Virtual Desktop Guide. Together they contain resources and tools to help you through your unemployment and to help you find your new job.

Exploring the services provided to you on the Virtual Desktop and in the accompanying guide, will help you understand and follow the requirements needed for unemployment insurance claims and file your unemployment insurance claim. You may also chat with

a workforce advisor if you have any questions, search for jobs effectively, and explore employment services provided at IowaWORKS One-Stop Center locations, in addition to other helpful services.

Please remember that regardless of the method used to file your application, your claim will be



made effective the Sunday of the week in which your application was filed and you must report your continued claim each week to certify your eligibility.

No matter what method you choose to file you will need to have the following information:

- Your Social Security number;
- The name, address and telephone number of your most recent employer, and the beginning and ending dates you worked for that employer;
- An Alien Registration number, if you are not a U.S. citizen;
- A DD-214 (Member 4), if you served in the U.S. military during the last 18 months;
- An SF-8 form, if you worked for the federal

government in the last 18 months;

- The name(s) of anyone you will be claiming as a **dependent**, up to a maximum of four;
- The amount your spouse earned in the preceding

week, if you want to claim your spouse as a dependent (must be \$120 or less to be claimed).

#### **Monetary Record**

After you file your claim, you will be mailed a form called the Monetary Record. This form will show:

- The beginning date of your claim.
- Your four-quarter base period.
- The gross wages paid to you in the base period by each employer that is covered by unemployment

insurance.

- Your weekly benefit amount (WBA) if your earnings were high enough to qualify. See How Much

You Can Receive and How It Is Determined for information on WBA.

- Your maximum benefit amount (MBA). See How Much You Can Receive and How It Is Determined

for information on MBA.

Carefully examine the earnings reported on the Monetary Record. If you believe the earnings or employers shown are not correct, contact Iowa Workforce Development immediately (or you may send a letter appealing the Monetary Record). If available, send copies of your check stubs, W-2 forms or other proof of earnings.

---

## **Image 5**

### **Benefit Year**

When you file a claim, you begin a benefit period of one year from the effective date of your claim. You may file for weeks you are unemployed within the benefit year until you have received your maximum benefit amount (MBA). At the end of your benefit year your claim will end, even if you have not claimed all of your benefits. If you exhaust your MBA prior to the end of your benefit year, you must wait until the end of the benefit year before you can file a new claim. If you file a new claim at the end of your benefit year, you may use your lag quarters from your prior claim that are in the new claim's base period.

**Note:** To receive benefits again on a new claim, you must have worked in a job covered by unemployment insurance after the filing of your previous benefit year claim and have been paid gross wages of at least \$250.

**How Your Social Security Number is Used**

Your Social Security number is used:

- For processing your unemployment insurance claim;

- To match with Social Security Administration records to verify your identity;
- To report unemployment benefit payments to the Internal Revenue Service (IRS) and to the Iowa

Department of Revenue as taxable income;

- To detect fraud in federal and state programs;
- For child support enforcement purposes;
- To verify eligibility for unemployment benefits and

public assistance.

Wage, benefit, and other information under your social security number may be exchanged with other agencies that administer federally assisted programs.

**Warning: Do not provide your Social Security Number or other personal information over the telephone unless they can verify they are an Iowa Workforce Development employee.**

**How Much You Can Receive and How It Is Determined****Weekly Benefit Amount (WBA)**

In Iowa, your weekly benefit amount is determined by your gross wages from all covered employers in the high quarter (HQ) of your base period and by the number of dependents you claim (see dependent information in this section). The minimum and maximum WBAs change each year for new claims filed after the first Sunday in July. A WBA schedule is available upon request at your nearest IowaWORKS Center.

**3**

Your WBA is calculated by the following:

**If you have** (for program year 7/01/2012 through 6/30/2013):

- **0 dependents**, your WBA is 1/23 of your HQ with a maximum of \$396

- **1 dependent**, your WBA is 1/22 of your HQ with a maximum of \$411

- **2 dependents**, your WBA is 1/21 of your HQ with a maximum of \$426

- **3 dependents**, your WBA is 1/20 of your HQ with a maximum of \$449

- **4+ dependents**, your WBA is 1/19 of your HQ with a maximum of \$486

**Example:** If your HQ earnings are \$9,042 and you have one dependent, your WBA is \$411 ( $\$9,042/22 = \$411$ ).

**Maximum Benefit Amount (MBA)**

The most you can receive during your benefit year is **26 times** your weekly benefit amount (WBA) or **one-third** of your total base-period wages, **whichever is less**.

**Exception:** If you are unemployed due to your **employer closing** at the location where you were last employed, your maximum benefit amount (MBA) **may be increased to 39 times your WBA** or **one-half** your total base-period wages, **whichever is less**. However, your **WBA does not change** due to a closing.

**Dependents**

Since dependents affect the weekly benefit amount you will receive, it is important you report the correct number of qualifying dependents when you file

your application. The following may be claimed as dependents, if you meet certain criteria:

- **Spouse**, if he/she did not work or worked and earned \$120 or less in gross wages during the calendar week prior to the effective date of your claim (exclude self-employment income). An individual cannot claim a spouse as a dependent if the spouse has listed the claimant as a dependent on a current claim.

- **Children** (or others), only if you are allowed to claim them under federal income tax guidelines and you claimed them this past tax year or will claim them in the current tax year.

**Note:** A maximum of four dependents is allowed. You cannot claim yourself as a dependent. Dependents cannot be used if someone else has claimed them on a current unemployment claim and the claim has not expired. Ask for more detailed information if you are unsure whether or not you can claim a dependent.

---

## Image 6

### Base Period

The base period is a four-quarter (one-year) period of time from which your weekly benefit amount (WBA) and maximum benefit amount (MBA) are determined. The amount of wages you earn in the base period determines the amount of unemployment benefits you receive.

The base period is the first four of the last five completed calendar quarters at the time you file your initial claim for benefits. The quarter in which you file your claim and the preceding quarter are called the lag quarters and normally are not used to determine your benefits.

**Example:** If you file a new claim in **April, May, or June** (second quarter), your **base period** would be the preceding January 1 through December 31.

### Alternate Base Period

If you fail to qualify monetarily using the regular base period, you will receive a notification that you may be able to file a claim using an alternate base period. The alternate base period does not use earnings from the oldest calendar quarter used in the regular base period and substitutes the earnings from the last completed quarter, a lag quarter.

**Example:** If you file a new claim in October, November, or December (fourth quarter), the alternate base period would be the preceding October 1 through September 30.

## What Are the Wage Requirements

### To Be Eligible for Benefits You Must Have:

1. Earned and have been paid wages by employers covered by unemployment insurance in two or more quarters of your base period.

2. Total base-period earnings of at least 1.25 times the wages you earned in your highest base-period quarter.

3. A minimum amount of wages in the high and low quarters of your base period.

For Program Year 7/01/2012 - 6/30/2013:

High-Quarter Minimum = \$1,360

Low-Quarter Minimum = \$680

The same wage requirements apply to a claim filed using the regular base period or the alternative base period. If you do not meet all of the wage requirements, you are monetarily ineligible for benefits. However, you may file again in the next calendar quarter where a different base period will be used.

**When Will You Get Paid**

You should receive your first payment in about three weeks after you first apply for benefits if you meet all of the eligibility and monetary requirements. It takes about three weeks to receive your first payment because past employers in the last 18 months are notified of your claim and have 10 days to protest. If there are no protests on your claim, the payment is released. If you indicated in your claim that you quit or were fired from your most recent job, your claim is automatically protested. (If your claim is protested, see What Happens When Your Claim Is Protested?)

**Important Note:** You will be paid weekly on a pre-paid debit card unless you have selected the direct-deposit method. (See detailed information in How to Get Paid.) The form for selecting direct deposit is at the back of this handbook and can be obtained at your local IowaWORKS Center or on our Web site at <http://www.iowaworkforce.org/ui/60-0351.pdf>.

**How a Part-Time Job Affects Your Benefits**

If you work while claiming benefits, you can earn up to 25 percent of your weekly benefit amount (WBA) before any deduction is made from your benefit payments. All earnings over 25 percent of your WBA are fully deductible. Working part-time will extend the time you may draw benefits within your benefit year. However, the maximum benefit amount (MBA) does not change.

4

**Image 7**

20

**RECORD OF WORK SEARCH**

You are required to keep a list of your work search contacts in this handbook. You should keep this copy for at least one year.

**Date Company Name Company Address Person**

**Contacted**

**Phone No.**

**Results of Contact**

**Example:** If your WBA is \$385, you could earn \$96 (25 percent of \$385) before you would have a reduction in your benefit payment. If you had \$130 in gross earnings for a week, your benefit payment would be reduced by \$34 (\$130 minus \$96 = \$34 reduction) and your benefit amount for that week would be \$351 (\$385 minus \$34).

Each week you claim benefits, you must report your gross wages (before deductions) from any job when

you earn them, not when you are paid, even if the total is less than 25 percent of your WBA. Wages must be reported on a calendar week (Sunday through Saturday) regardless of the workweek used by your employer. There is a Work Record chart in the back of this handbook to help you determine weekly earnings. If your gross earnings equal or exceed your WBA plus \$15, you will not receive any payment for that week.

**Note:** While working part-time you must continue to look for work and be able and available for your regular type of work. The goal is to return to similar or better pay and hours you had prior to filing your UI claim.

#### Self-Employment

Income from self-employment is not considered wages and is not deducted from unemployment insurance benefits. However, you must still meet the eligibility requirements of being able, available and actively looking for work and willing to accept suitable work. If it is determined your self-employment prevents you from accepting suitable work, you may be disqualified due to being unavailable for work.

#### What Can Be Deducted From Your Benefits Other Than Wages

- Vacation pay: 100 percent deductible as reported by your employer.
- Holiday pay: Deductible as wages (see section How a Part-Time Job Affects Your Benefits).
- Severance pay, dismissal/termination pay,

separation allowance, wages in lieu of notice: 100 percent deductible.

- Temporary disability pay under workers' compensation: 100 percent deductible.
- Tips, gratuities, commissions, bonuses, and

incentive pay earned while claiming benefits: Deductible as wages (see section How a Part-Time Job Affects Your Benefits).

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- Private or government pension, or other similar periodic payment that is based on previous work with a base-period employer: Deductible based on the percentage of the employer's contribution.
- Cash value of housing or rent provided by your employer as all or part of your wages.

All deductible items are not listed. If you have a question about whether a certain item is deductible from your benefits, contact Iowa Workforce Development for a determination. **Failure to report a deductible item can result in an overpayment, which you will be required to repay.**

#### Child Support

By law, Iowa Workforce Development is required to deduct and withhold up to a maximum of 50 percent of your weekly benefit amount (before voluntary withholding of income taxes, but after any deductible earnings) **when requested** by the Department of Human Services Child Support Recovery Unit for childsupport payments. You will receive a written decision from Iowa Workforce Development if this deduction has been requested. Any **questions** should be directed to the **local child-support agency**.

#### What Are the Work Search Requirements

**Everyone is required to make a minimum of two job contacts** each week unless otherwise specified by Iowa Workforce Development. This is waived if you are temporarily unemployed and expect to be recalled by

your former employer in a reasonable period of time. This will be determined each time you file a claim.

- You must make contacts, even if you are working part-time.
- Your job contacts must be made between Sunday and Saturday of the week you are claiming

benefits. You may make your job contacts in person, by Internet, by on-line applications, mail, or faxing resumes. **Telephone calls are not acceptable.**

- Your work search must be a reasonable and honest

effort to find suitable work and you must be willing to accept a reasonable wage in your area for the job for which you are applying.

- Repeat or follow-up work searches may be made to the same employer after six weeks from the initial contact.

You are **required** to keep a record of your job contacts. You need to include the date of the contact, company name, address, phone number, and the name of the person you contacted.

## Image 8

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### RECORD OF WORK SEARCH

**You are required to keep a list of your work search contacts in this handbook.** You should keep this copy for at least one year.

**Date Company Name Company Address Person**

**Contacted**

**Phone**

**No.**

**Results of**

**Contact**

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It is suggested that you keep this record in the space provided at the end of this handbook. You are also **required** to provide a copy of this information on the **Work Search History** form, upon request.

Failure to make weekly work searches, keep a record of those work searches, and submit the Work Search History form upon request may result in a denial of benefits already paid, causing an overpayment of benefits you will be required to repay.

**Résumés** may be accepted as employer contacts if this is the customary means for you to secure employment in your regular occupation. You must be pre-approved by Iowa Workforce Development to apply in this manner. Résumés must be sent to an employer by mail, fax, on-line or in person, not by just sending it to a post office box number. You must keep a record of the employers to whom you sent a résumé and, upon request, provide that information on the Work Search History form.

#### Exceptions

The **work search** may be **waived** if you are **temporarily unemployed** and expect to be recalled by your former employer in a reasonable period of time. This will be

determined at the time you complete your application for a new claim or apply to reactivate an existing claim. You will be informed if your work search is waived. You must still be able and available for work with your regular employer and still may be required to accept other suitable offers of work. If your employer changes your temporarily unemployed status, you must notify Iowa Workforce Development and register for work. Failure to do so could result in disqualification and possible overpayment that will have to be repaid.

If you are in **school or a training program**, the **work search** may be **waived**. This schooling or training must be **approved** by Iowa Workforce Development in **advance** for the work search to be waived. (See You Can Go to School and Still Be Eligible for more information).

**Union members** who normally get a job through a **union hiring hall** are required to contact the hiring hall once each week to satisfy their work search requirement.

**Note:** If your work search requirements change during your benefit year, you will receive a notice from Iowa Workforce Development.

#### Eligibility Review

If you are required to make a work search, you may be called into your local IowaWORKS Center to review your work search. If an issue arises that could result in termination of your benefits, you may request three working days to prepare prior to giving a statement.

You also will be given an overview of placement services available at your local IowaWORKS Center. These services are to assist you in becoming reemployed. You may be asked to return to the local IowaWORKS Center to utilize the services available for your job search.

The Eligibility Review program is required by the Federal government to ensure you are following the correct procedures to become re-employed and are not placing unrealistic restrictions or barriers to becoming employed. **Failure to respond to a call-in could result in a disqualification of benefits.**

#### Reemployment Services — Profiling

Profiling is done in the first five weeks of your claim by looking at certain factors such as previous occupation, previous industry, education, duration of employment, wages, etc. If selected, your participation is mandatory since it is a condition of eligibility for unemployment insurance benefits. Reemployment services vary in some areas of the state. Some examples of reemployment services are job search assistance, job placement services, counseling, aptitude testing, job search workshops, job clubs and résumé writing assistance. These services may be conducted at the IowaWORKS Centers, or area colleges. Recent studies done by the U.S. Department of Labor found that people who received reemployment services returned to work earlier than people who did not receive services.

#### What Wage You Must Accept

##### Suitable Work

You are required to seek and accept suitable work. If the wage of a job offer is significantly below what you averaged at the job you held prior to filing for benefits, the job offer may be considered unsuitable.

Image 9

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WORK RECORD

Gross wages you earn while you are claiming partial benefits must be reported during the week they are earned (not paid). They must be reported on a **Sunday through Saturday** basis regardless of the work week normally used by your employer. You may want to record your earnings on this form so you can properly report them on your continued claim.

SUN MON TUES THURSWED FRI SAT Rate of Pay: \_\_\_\_\_

Week Ending

#Hours Worked

#Hours Worked

#Hours Worked

#Hours Worked

#Hours Worked

#Hours Worked

#Hours Worked

Total Hours

Total Wages

Iowa Workforce Development calculates your gross average weekly wage (AWW) by using the high quarter of your base period and dividing it by 13, the number of weeks in a quarter. **A job offer is considered not suitable if the wages are below the following percentages of your AWW:**

- 100 percent if work is offered during the first five weeks of your claim.
- 75 percent if work is offered during the sixth through the 12

th weeks of your claim.

- 70 percent if work is offered during the 13th

through 18th weeks of your claim.

- 65 percent if work is offered after the 18th week

of your claim. **However**, you are not required to accept employment below the federal or state minimum wage.

**Example:** Your high quarter (HQ) earnings during your base period were \$5,200, so your average weekly wage



(AWW) is calculated at \$400 per week (\$5200 divided by 13). Your AWW of \$400 per week equals \$10 per hour, assuming 40 hours a week. If you are offered work that will pay \$280 per week gross (\$7 per hour at 40 hours per week) and you have been claiming benefits for nine weeks when the offer was made, the job offer is considered NOT suitable because it is below 75 percent of your AWW.

Other factors are used to determine suitability of work. If you turn down any job offer or referral, you are required to notify Iowa Workforce Development. Ask for more information if you are considering turning down a job offer or referral to a job.

#### **New Employment or Job Offer**

When you start a new job (full or part-time) after applying for unemployment, please notify Iowa Workforce Development. If you are working fulltime, you should discontinue calling in your weekly continued claim. If you are working part-time, don't forget to report your wages when earned and not when paid. If you have accepted a **job offer**, you need to continue to look for work until the job actually starts if you want to continue to claim benefits. Many job offers are subject to passing a reference check, physical, drug screen or other work tests. Some offers are rescinded by the employer because of unforeseen cutbacks or because the person who was leaving decided not to leave after all. You also could find a temporary job before the new job starts or find a better job and turn down the first offer.

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### **What Does Able and Available for Work Mean**

**You must be physically able to work during any week you are claiming benefits.** If you are ill, on vacation, injured, on medical leave, or unable to work for any reason, you will not be eligible for benefits.

**You are required to report any condition that would prevent you from working, accepting work, or seeking work.** This includes, but is not limited to illness, injury, hospitalization, incarceration, school attendance, out of town, on vacation, or loss of child care or transportation. You may be required to provide evidence of your ability to work, such as a doctor's statement.

### **You Can Go to School and Still Be Eligible**

#### **Department Approved Training (DAT)**

You may receive benefits if you are attending school or a training course if approved by Iowa Workforce Development.

You must make a written application for DAT on the form provided by Iowa Workforce Development. If available when you apply for benefits, provide the name of the school, type of training, class schedule, and the beginning and ending dates of training.

Most requests for DAT will be approved if the training has a substantial curriculum. Approval or denial is always in writing and you may appeal if you are denied. **While attending approved training, you do not have to be available for work or search for work to continue to be eligible for benefits.** However, if you stop training for any reason, you must notify Iowa Workforce Development and must immediately search for work as instructed.

#### **Training Extension Benefits (TEB)**

Training extension benefits are an additional 26 weeks of benefits available to individuals:

- Who meet the eligibility requirements for

unemployment benefits,

- Who are laid-off or voluntarily separated from a declining occupation or involuntarily separated as

a result of a permanent reduction of operations at the individual's last place of employment.

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## Image 10

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In addition to the above requirements:

- your training must be for an occupation that is considered to be a High Demand Occupation (HDO) as defined by Iowa Workforce Development, or
- a high-tech occupation or training approved under the Workforce Investment Act (WIA), or
- you must be working towards a GED in an approved program.

Application for these training extension benefits (TEB) must be submitted before the end of the benefit year of the UI claim. TEB is only payable after all payments on regular and extension unemployment insurance benefits are exhausted and is only available to individuals who are attending a Department Approved Training program meeting the above requirements.

#### How to Claim Benefits Each Week

**Each week you are unemployed and want to claim benefit payments, you must certify that you:**

- are unemployed or working reduced hours;
- are able and available for work;
- have not refused any job offers or referrals to a job;
- are actively looking for work (unless waived); and
- are reporting any pay or private pension you may

be receiving.

This is done each week on-line using the continued claims web application or by telephone using the Interactive Voice Response (IVR) unit.

#### Continued Claim Web Reporting

You may file your weekly-continued claim on-line at <https://uiclaims.iwd.iowa.gov/weeklyclaims/>. You will be presented your eligibility questions.

#### Touch-Tone Telephone Reporting

To file your weekly-continued claim by telephone, just call the continued claims reporting system at (800) 8505627 (outside the Des Moines area) or 281-6231 (in the Des Moines calling area). (The phone numbers are also on the back of this handbook.) An Interactive Voice Response unit (IVR) will answer. A prerecorded voice will ask you the eligibility questions one at a time. You answer **yes** by pressing number **1** and **no** by pressing number **9**.

Some questions will instruct you to enter the pound key (#) at the end of your answer. Many of your answers will be repeated to you by the computer system to make sure the information is correct. If it is not, you will be instructed on how to change your answer. The average length of time to file your continued claim by telephone is about three minutes.

**Important: If you get disconnected, hang up, or close out before the system tells you that your claim has been accepted, you will have to log in or call again to successfully file your continued claim.**

**Hours You Can Submit Your Weekly Claim**

10 a.m., Saturday to 11:30 p.m., Sunday  
or  
7:30 a.m. to 4:59 p.m.

Monday through Friday

The current week is the week that just ended on Saturday. Continued claims filed on Saturday, Sunday, or Monday are processed at the end of the day on Monday. **Phone lines are very busy on Saturday afternoon. Therefore, we suggest you call late on Saturday or on Sunday or Monday to avoid a busy signal.**

If you miss calling in for just one week, the system will allow you to file one back week and the current week during the same phone call.

**Personal Identification Number (PIN)**

The IVR systems and the on-line continued claims application for filing your weekly-continued claim or reactivating an existing claim require you to enter a four-digit personal identification number (PIN). Your PIN protects you from having another person file your claim or obtain information about your claim.

You will select your own PIN the first time you call in or log in on-line to report your weekly-continued claim. **Be sure to select a PIN that will be easy to remember**, since you must use the same PIN each time you call to file your weekly-continued claim or call to reactivate an existing claim. Do not use repeated numbers (such as 1111 or 3333) or numbers in sequence (such as 1234).

**Note:** In some cases you will need to select a new PIN the first time you call in your continued claim after reactivating an existing claim.

You, the claimant, are responsible for the answers to the questions presented by the on-line web application and the IVR system so be sure you keep your PIN number secure. **It is not permissible for any other individual to file your weekly-claim for you. Do not share your PIN with anyone.**

If you forget your PIN or you think someone else knows your PIN, report this immediately to Iowa Workforce Development and you will be provided instructions on how to establish a new PIN with your next call. IWD does not know your PIN

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representative. If you refuse to cooperate, you may be denied benefits. If you are selected for a review, it does not mean we suspect you have done something wrong. The federal government, for program improvement, requires the Quality Control program.

**Release of Information**

Information on your unemployment insurance claim is considered confidential by law. You may have a copy of all information in your file if you contact the UI Service Center or submit a written, signed request. Only general information may be given over the telephone. If you provide a written, signed request, wage record information will be provided to a third party.

Information on your claim **does** become a matter of **public record** if you receive an appeal decision on your claim from an administrative law judge (see First-Level Appeal).

Iowa Workforce Development will release information on your claim to various federal and state agencies if requested, and we are required to provide it by law,

rule or regulation.

#### **Are There Any Other Benefit Programs**

##### **Workforce Investment Act (WIA)**

If you are unemployed as a result of a permanent layoff, plant or business closing, and you have had the same type of job for many years, you may be eligible for this special dislocated worker program. If you think you qualify for this program, ask for more specific information.

##### **Trade Act**

If you are unemployed due to foreign imports, you may qualify for Trade Adjustment Assistance. If you think you qualify for this program, ask for more specific information.

##### **Workers' Compensation Unemployment Insurance Claim**

If you have recovered from a workers' compensation injury or illness and you lack the necessary earnings to qualify for an unemployment insurance claim as explained in *What Are the Wage Requirements?*, you may be eligible to receive benefits based on wages you were paid before the workers' compensation claim. If you think you qualify for this program, ask for more specific information.

##### **Disaster Unemployment Assistance (DUA)**

If you are unemployed as a result of a disaster and you lack the necessary earnings to qualify for an unemployment insurance claim as explained in *What Are the Wage Requirements?*, you may be eligible to receive benefits based on non-covered wages. If you think you qualify for this program, ask for more specific information.

#### **When Benefits Are Exhausted**

At the time of this printing there are extensions in effect. So you may be entitled to additional benefits after exhausting all regular benefits. We will send you a **written notice** to contact Iowa Workforce Development if it appears that you may qualify for an Extension of Benefits.

#### **Fraud**

You commit fraud if you knowingly make false statements, provide false information, or withhold information to obtain benefits. Examples of fraud include failure to properly report work and earnings or a job separation. Attempts to claim and receive benefits fraudulently can result in loss of benefits, fines or imprisonment. Be sure you make no false statement when applying for unemployment insurance or during the time you are claiming and receiving benefits.

#### **Equal Opportunity Is the Law**

Iowa Workforce Development is an equal opportunity employer and does not discriminate in its programs and services on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation, or belief, and for beneficiaries only, citizenship or participation in WIA. If you think you have been subjected to discrimination you should contact the affirmative action officer located at:

Iowa Workforce Development  
1000 East Grand Avenue  
Des Moines, Iowa 50319-0209

Auxiliary aids and services are available upon request to individuals with disabilities.