

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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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

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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*.

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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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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 01-06-2008. 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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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: FW: RQN309120006 - 70-6200 JI FACTS FOR WORKERS BOOKLET**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:38 PM
 Item ID: 40860797
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

FW: RQN309120006 - 70-6200 JI FACTS FOR WORKERS BOOKLET

From Roovaart, Michelle [IWD] **Date** Thursday, June 07, 2012 8:02 AM
To Wilkinson, Michael [IWD]
Cc Goode, JoAnn [IWD]; Johnson, Brei [IWD]; Dara, Inkham [IWD]

 **70-6200 Facts for Workers 2012.06 Printers Spread.pdf** (704 Kb HTML)  **image001.gif** (6 Kb HTML)

Mike,
 See information below.

For the 2012 year we are averaging 10,671 FFW booklets monthly according to the report Etha is tracking (I am not sure if these numbers include what the local offices use).

I would like to have your approval to have the vendor deliver 11,000 by 06/29/2012 and the remaining 172,000 on 07/12/2012? Do you think the 11,000 would get us by until the final delivery on 07/12/2012?

From: Sussex, Stella [DAS]
Sent: Wednesday, June 06, 2012 4:50 PM
To: Dara, Inkham [IWD]
Cc: Roovaart, Michelle [IWD]; Johnson, Brei [IWD]; Melton, Lise [DAS]; Granger, Tera [DAS]
Subject: RE: RQN309120006 - 70-6200 JI FACTS FOR WORKERS BOOKLET

Hi Inkham,

Due to receiving this today it probably will not be possible for a vendor to complete the job and deliver it by 6-29-12. Here is my time line on this project.

6-6-12 – Enter on TSB site (must post here for 48 hrs)

6-9-12 – Open bid to all vendors

6-14-12 – Bid will close and be abstracted

6-14-12 or 6-15-12 – Issue 5 working day intent to award to all bidding vendors. This date will depend on if there are any questions I have to the vendors that will require a response back from them. This date could even be moved to the following week.

6-22-12 – Issue purchase order to the vendor and give them the file so they may start working on this project.

As you can see this will only give the vendor 5 working days to proof the job and get 183,000 booklets delivered.

Is this a firm delivery date or can the vendor deliver a partial quantity to you on 6-29-12 so you may begin using them on 7-2-12, and the balance would deliver on 7-12-12. I know this will cross physical years but don't know how it will affect your agency.

If delivery of all books must be 6-29-12 the only other option would be issue the 5 working day intent to award to all vendors but give permission to the awarded vendor to begin processing the job. The issue with that would be if we have a protest on the bid award and we lose the protest you would be liable for payment on the services that vendor has completed. Depending on the outcome would depend on how we proceed with the project. This could delay delivery of the product.

Let me know as soon as possible on the delivery date.

 Description:
<http://dasintranet.iowa.gov/DAS%20Logos/SIG%20BLOCK-Service%20theme%20logo.gif>

Thank you,
 Stella Sussex
 Administrative Assistant II
 State of Iowa
 DAS Print
 Phone: 515-281-7641
 Fax: 515-242-6307
stella.sussex@iowa.gov

From: Johnson, Brei [IWD]
Sent: Wednesday, June 06, 2012 3:42 PM
To: Dara, Inkham [IWD]; Sussex, Stella [DAS]
Cc: Roovaart, Michelle [IWD]
Subject: RE: RQN309120006 - 70-6200 JI FACTS FOR WORKERS BOOKLET

Sure thing - Here you go!

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: Dara, Inkham [IWD]
Sent: Wednesday, June 06, 2012 2:48 PM
To: Sussex, Stella [DAS]; Johnson, Brei [IWD]
Subject: RQN309120006 - 70-6200 JI FACTS FOR WORKERS BOOKLET

Stella - RQN309120006 has been submitted to I-3 system. Please let me know if I need to do anything else. If possible we would like to get this book by June 29, 2012.

Brei - could you please send the final version of this booklet to Stella. Thanks.

Inkham B. Dara
Purchasing Agent II
Iowa Workforce Development
1000 East Grand Avenue
Des Moines, IA 50319
Phone: 515-281-3719
Inkham.Dara@iwd.iowa.gov

- [Image 1](#)
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 - [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 uicclaimshelp@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://uicclaims.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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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 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

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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.

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.

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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.

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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 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**

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 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 completed within the first five weeks of your claim by looking at certain factors such as no previous occupation, previous industry, education, duration of employment, wages, etc. If selected, your participation is mandatory as it is a condition of eligibility for unemployment insurance benefits. If you have been selected to participate in one of our reemployment services programs such as the Reemployment Orientation Workshop (RES), Reemployment Eligibility Assessment (REA) or Emergency Unemployment Compensation (EUC) REA, you will receive a letter outlining which service you have been selected to participate in, where you should report, and what documents you will need to bring when you report.

All of these services are designed to assure you are fully registered for work through Iowa Workforce Development and to provide you with customized reemployment services. Some examples of reemployment services are assistance with completing on-line applications, résumé writing, cover letters, interview preparation, effective networking, skills assessments, labor market information, development of an employment plan, and referrals to training and educational programs. Recent studies completed 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 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.

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.

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 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

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.

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.

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

Message: Priority Meeting

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:50 PM
Item ID: 40862227
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached


 **Priority Meeting**

From Sayavongchanh, Sherry [IWD]

Date Thursday,
March 13, 2014 3:43 PM

To Bateman, Gary [IWD]; Thielman, Richard [IWD]; Adams, Lori [IWD]; Nilles, Chris [IWD]; Wicks, Heidi [IWD];
Wilkinson, Michael [IWD]; Koonce, Kerry [IWD]; Anderson, Lindsay [IWD]; Spencer, Todd [IWD]; Witt, Michael
[IWD]

Cc

 [Priority Meeting 3 17 14.xlsx](#) (70 Kb HTML)

<<Priority Meeting 3 17 14.xlsx>>

Meeting Conference Call Details:

866.685.1580

Conference Code: 4192576742

Page of

Priority

Key

Description

Status

Assignee

Reporter

Created

Bureau

Business Unit

Division

ORegulatory/Mandatory

IWD-837

This was originally submitted as a Helpdesk ticket on 1/24/13 - Ticket #D1P95A4369

9852 Victoria R Overly

This claim was filed on 8/15/12 with an effective date of 8/12/12. There were two employers in the base period (503533 & 103270). The notice

Additional examples:

9539 Thomas Saluri - The employer listed as last employer (335815) got a 201A in August when the claim was filed, but the base period employ

0066 James Wyatt II - The employer listed as the last employer (also base period - 236532) did not get a 201A, but the other base period emp

5394 MCCLANAHAN, JEFFREY, W - Base period employer acct# 511327 was not issued a 201A. 201A's were issued for all the other base period empl

3095 JOBLINSKE, JEFFREY, D - New claim was filed on 1/16/13. The 201A did not generate for 080771-000. This was not a SIDES employer, the cl

In Progress

Nwizu, Hyginus

Borgeson, Jill

Benefits

DC07 - IT-PRDC-UI Benefits

Unemployment Insurance Services

ORegulatory/Mandatory

IWD-792

In IWorks, offices can be added into the reference tables and designated as Funding Offices. In the Funding screens, State Finance staff are

There are several new Youth providers need to be added to the funding screens in IWorks.

Please refer to Help Desk ticket CBKB466939 submitted 08/30/12 by Maggie Wilcox.

Assigned

Kumba, Radhakrishnan

Nilles, Christine

Targeted Services

DC09 - IT-PRDC-WFS

Workforce Services

ORegulatory/Mandatory

IWD-1618

Change the law section quoted in ANDS 969 from 96.11-15 to 96.11-16.

Open

Thielman, Richard

Borgeson, Jill

Do Not Use

DC07 - IT-PRDC-UI Benefits

UI Benefits

ORegulatory/Mandatory

IWD-1567

See attached email and Data Lists needed for multiple reports.

Reports will be used to evaluate potentially interested employers for VSW participation and comparison to control group

Information from VSW claims both historic and future

historic -- 8 quarters

future 1/2014 through 08/14/2014 if no legislation is passed

Future 1/2014 through 08/15/2015 if legislation is passed

Reports and data pulls including secure file transfer of encrypted or scrubbed information that will not include the employer specifics (acc

Employer data list should also include email address for the employers.

JIRA IWD-1565 Include on report totals amounts employers are relieved of charges.

Assigned

Gannon, Dave

Carson, Etha

Do Not Use

DC07 - IT-PRDC-UI Benefits

Do Not Use

ORegulatory/Mandatory

IWD-1565

Non charge VSW claims (group code 7)

Effective immediately to all VSW claims

notify Lisa Kolontar date this will be effective so she can manually non-charge any weeks this quarter prior to this being automated

Assigned
 Gannon, Dave
 Carson, Etha
 Do Not Use
 DC07 - IT-PRDC-UI Benefits
 UI Benefits
 ORegulatory/Mandatory
 IWD-1543

A new report showing payment method and where payments were applied needs to be created. See attached excel document for a sample report and HOK04221 is the only report we need to generate that shows balances due per program. All other reports that show a balance due by program ca HOK36005 needs the name changed to Payment Listing and still needs to generate to show all payments that we made with a payment type of P.

HOK36006 can be turned off as this report needs to be generated out of the server ASAP as this is the main report that accounting balances f

Assigned
 Hansen, Steven
 Anderson, Ryan
 Do Not Use
 DC07 - IT-PRDC-UI Benefits
 Do Not Use
 ORegulatory/Mandatory
 IWD-1517

TAPR due 2/13/14; need extract file by COB 2/11/14 (but there are many programming errors to fix prior to that time, detailed in some existi

Cost Code = FRTT
 Pending
 Thielman, Richard
 Anderson, Lindsay
 Do Not Use
 DC09 - IT-PRDC-WFS
 Do Not Use
 ORegulatory/Mandatory
 IWD-1515

This JIRA is being submitted on behalf of Dave Eklund. He will be the contact person for this request. DAS is eliminating their impact printer so will no longer be able to print the labels for the Investigation and Recovery cross match (HCK309 In Test

Borgeson, Jill
 Borgeson, Jill
 Do Not Use
 DC07 - IT-PRDC-UI Benefits
 Do Not Use
 ORegulatory/Mandatory
 IWD-1398

On 11/15/2013 the WOTC team received an email from an employer/consultant asking why the Veteran application submitted was denied by the sys

Upon review the applicant only selected question #13 and 13b as Yes and all the rest in that category remained either blank or No. In additi

We need the system to identify the Veteran application for review based on answering Yes to question #13 at a minimum.

The Veteran target group applicants tend to be very private and not forthright in responding to all questions asked related to their militar

Assigned
 Njoroge, Wambui
 Wicks, Heidi
 Do Not Use
 DC09 - IT-PRDC-WFS
 Workforce Services
 ORegulatory/Mandatory
 IWD-1394

Need to create a screen for employers to upload a csv file to bulk file claims. I have attached the requirements.

Assigned
 Reddy, Mohan
 Anderson, Ryan
 Benefits
 DC07 - IT-PRDC-UI Benefits
 UI Benefits
 ORegulatory/Mandatory
 IWD-1387

TAPR is due 11/14/13, so I will need the extract file by close of business 11/12/13 to al3Low sufficient time for addressing any errors.

Cost code = FRTT

Contacts: Lindsay Anderson and Matt Gifford
 Pending
 Thielman, Richard
 Anderson, Lindsay
 Do Not Use
 DC09 - IT-PRDC-WFS
 Do Not Use
 ORegulatory/Mandatory
 IWD-1382
 PY13 Annual Report data (9091) due Sept. 4, 2014

Mandatory/Regulatory

Contact: Michaela Malloy Rotert

cost code = FRCP

NEW WIASRD reporting requirements
 • August 28, 2013

ETA released Training and Employment Guidance Letter (TEGL) No. 4-13, Workforce Investment Act (WIA) Performance Reporting System, which ann There are 57 new reporting data elements. Some of these new data elements is data our system already collects while others are possibly new The attached file "WIA WIASRD Data Element - New TEGL 4-13.pdf

New Data elements:
 State Code of Residence
 County Code of Residence
 Zip Code of Residence

Economic/Labor Market Area and Physical Location Code
 Category of Disability
 Veteran Status 1-Yes; 0-No, 9-Status not known
 Date of Actual Military Separation [REJECT Error]
 Transitioning Service Member
 Covered Person Entry Date
 Date 45 Days fol3Low3Following Covered Person Entry Date
 TAP Workshop in 3 Prior Years
 Post 9/11 Veteran

Occupational Code Prior to Employment if available
 Industry Code of Employment 1st Qtr Prior to Participation
 Industry Code of Employment 2nd Qtr Prior to Participation
 Industry Code of Employment 3rd Qtr Prior to Participation

Farmworker Status
 Type of Qualifying Farmwork

Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI)

Date of Actual Dislocation (More on this in subsequent JIRA)
 Special ETA Project ID
 Rapid Response Event Number

Referred from Wagner Peyser to WIA

Date of First Self-Service
 Date of First Staff-Assisted Service
 Most Recent Date Received self-services
 Most Recent Date Received staff-assisted Services
 Most Recent Date Received Career Guidance Services
 Most Recent Date Received Workforce Information Services
 Most Recent Date Received Job Search Activities
 Most Recent Date Referred to Employment
 Most Recent Date Received Other Staff-Assisted Core Services
 Most Recent Date Received Intensive Services

Training Completed #1
 Date Entered Training #2
 Occupational Skills Training Code #2
 Training Completed #2
 Date Completed or Withdrew from Training #2
 Date Entered Training #3
 Type of Training Services #3
 Occupational Skills Training Code #3
 Training Completed #3
 Date Completed or Withdrew from Training #3
 Distance Learning

Most Recent Date Participated in Alternative School
 Most Recent Date Participated in Work Experience
 Most Recent Date Received Adult Mentoring Services
 Most Recent Date Received Career Guidance / Counseling Services
 Date of Completion of Youth Services
 Received Supportive Services (except needs related)
 Received Needs Related Payments
 Received Services through a Disaster National Emergency Grant
 Most Recent Date Received Rapid Response Services

Industry Code of Employment 1st Qtr After Exit Quarter
 Industry Code of Employment 2nd Qtr After Exit Quarter
 Industry Code of Employment 3rd Qtr After Exit Quarter
 Industry Code of Employment 4rd Qtr After Exit Quarter

Literacy Numeracy Gain Begin Date

In Progress
 Kumba, Radhakrishnan
 Anderson, Lindsay
 Do Not Use
 DC09 - IT-PRDC-WFS
 Do Not Use
 ORegulatory/Mandatory
 IWD-1381

PY13 4th Qtr/Annual WIASRD file due Sept. 10, 2014

Mandatory/Regulatory

Contact: Michaela Malloy Rotert

cost code = FRCP

In Progress
 Kumba, Radhakrishnan
 Anderson, Lindsay
 Do Not Use
 DC09 - IT-PRDC-WFS
 Do Not Use
 ORegulatory/Mandatory
 IWD-1380
 PY13 4th Qtr WIA Performance Quarterly Report (9090) due Aug 11, 2014

Mandatory/Regulatory

Contact: Michaela Malloy Rotert

cost code = FRCP
 Assigned
 Kumba, Radhakrishnan

Anderson, Lindsay
 Do Not Use
 DC09 - IT-PRDC-WFS
 Do Not Use
 ORegulatory/Mandatory
 IWD-1379
 FY13 3rd Qtr WIASRD due May 12, 2014

Mandatory/Regulatory

Contact: Michaela Malloy Rotert

cost code = FRCP
 Assigned
 Kumba, Radhakrishnan
 Anderson, Lindsay
 Do Not Use
 DC09 - IT-PRDC-WFS
 Do Not Use
 ORegulatory/Mandatory
 IWD-1378
 FY13 3rd Qtr WIA Performance Quarterly Report (9090) due May 12, 2014

Mandatory/Regulatory

Contact: Michaela Malloy Rotert

cost code = FRCP
 Assigned
 Kumba, Radhakrishnan
 Anderson, Lindsay
 Do Not Use
 DC09 - IT-PRDC-WFS
 Do Not Use
 ORegulatory/Mandatory
 IWD-1377
 FY13 2nd Qtr WIASRD due Jan 10, 2014

Mandatory/Regulatory

Contact: Michaela Malloy Rotert

Cost code FRCP

NEW WIASRD reporting requirements
 • August 28, 2013

ETA released Training and Employment Guidance Letter (TEGL) No. 4-13, Workforce Investment Act (WIA) Performance Reporting System, which ann

There are 57 new reporting data elements. Some of these new data elements is data our system already collects while others are possibly new

The attached file "WIA WIASRD Data Element - New TEGL 4-13.pdf

New Data elements:

State Code of Residence
 County Code of Residence
 Zip Code of Residence

Economic/Labor Market Area and Physical Location Code

Category of Disability
 Veteran Status 1-Yes; 0-No, 9-Status not known
 Date of Actual Military Separation [REJECT Error]
 Transitioning Service Member
 Covered Person Entry Date
 Date 45 Days following Covered Person Entry Date
 TAP Workshop in 3 Prior Years
 Post 9/11 Veteran

Occupational Code Prior to Employment if available

Industry Code of Employment 1st Qtr Prior to Participation
 Industry Code of Employment 2nd Qtr Prior to Participation
 Industry Code of Employment 3rd Qtr Prior to Participation

Farmworker Status

Type of Qualifying Farmwork

Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI)

Date of Actual Dislocation (More on this in subsequent JIRA)

Special ETA Project ID
 Rapid Response Event Number

Referred from Wagner Peyser to WIA

Date of First Self-Service
 Date of First Staff-Assisted Service
 Most Recent Date Received self-services
 Most Recent Date Received staff-assisted Services
 Most Recent Date Received Career Guidance Services
 Most Recent Date Received Workforce Information Services
 Most Recent Date Received Job Search Activities
 Most Recent Date Referred to Employment
 Most Recent Date Received Other Staff-Assisted Core Services
 Most Recent Date Received Intensive Services

Training Completed #1

Date Entered Training #2
 Occupational Skills Training Code #2
 Training Completed #2
 Date Completed or Withdrew from Training #2
 Date Entered Training #3

Type of Training Services #3
Occupational Skills Training Code #3
Training Completed #3
Date Completed or Withdrew from Training #3
Distance Learning

Most Recent Date Participated in Alternative School
Most Recent Date Participated in Work Experience
Most Recent Date Received Adult Mentoring Services
Most Recent Date Received Career Guidance / Counseling Services
Date of Completion of Youth Services
Received Supportive Services (except needs related)
Received Needs Related Payments
Received Services through a Disaster National Emergency Grant
Most Recent Date Received Rapid Response Services

Industry Code of Employment 1st Qtr After Exit Quarter
Industry Code of Employment 2nd Qtr After Exit Quarter
Industry Code of Employment 3rd Qtr After Exit Quarter
Industry Code of Employment 4rd Qtr After Exit Quarter

Literacy Numeracy Gain Begin Date

Assigned
Gannon, Dave
Anderson, Lindsay
Do Not Use
DC09 - IT-PRDC-WFS
Do Not Use
ORegulatory/Mandatory
IWD-1376
PY13 2nd Qtr WIA Performance Quarterly Report (9090) due Jan 10

Mandatory/Regulatory

Contact: Michaela Malloy Rotert

cost code = FRCP
Assigned
Gannon, Dave
Anderson, Lindsay
Do Not Use
DC09 - IT-PRDC-WFS
Do Not Use
ORegulatory/Mandatory
IWD-1375
WIA Dislocation Date Mandatory field in IWORKS Case Management

Date of Actual Dislocation field (Case Managed). If Dislocated Worker is selected, date of dislocation must be completed. If date is left blank

Mandatory/Regulatory

Contact: Michaela Malloy Rotert

Cost code - FRCP
Assigned
Kumba, Radhakrishnan
Anderson, Lindsay
Do Not Use
DC09 - IT-PRDC-WFS
Do Not Use
ORegulatory/Mandatory
IWD-1374
WIA Dislocation Date use wage records for verification in Membership

Date of Actual Dislocation field (Membership). We want the system to access UI wage records to verify they are dislocated worker for reporting

Mandatory/Regulatory

Contact: Michaela Malloy Rotert

Cost code - FRCP
Assigned
Kumba, Radhakrishnan
Anderson, Lindsay
Do Not Use
DC09 - IT-PRDC-WFS
Do Not Use
ORegulatory/Mandatory
IWD-1373
WIA Dislocation Date Mandatory field in Membership-IWORKS

Date of Actual Dislocation field (Membership). If Dislocated Worker during completion of Membership screens in IWORKS, date of dislocation must be completed. For as much as possible, we want the system to access UI wage records to verify they are dislocated worker for reporting and data validation. Requesting discussion with IT, on suggestions.

Mandatory/Regulatory

Cost Code - FRCP

Contact: Michaela Malloy Rotert

Assigned
Kumba, Radhakrishnan
Anderson, Lindsay
Do Not Use

DC09 - IT-PRDC-WFS
Do Not Use
ORegulatory/Mandatory
IWD-1372
FY13 1st Qtr WIA Performance Quarterly Report (9090) New reporting TEGL 4-13
FY13 1st Qtr WIA Performance Quarterly Report (9090) due Nov 11
9090 Quarterly WIA Report needs to incorporate in any applicable reportable items of the 57 new from TEGL 4-13.
Mandatory/Regulatory
Contact: Michaela Malloy Rotert
Cost Code: FRCP
• August 28, 2013
ETA released Training and Employment Guidance Letter (TEGL) No. 4-13, Workforce Investment Act (WIA) Performance Reporting System, which ann
There are 57 new reporting data elements. Some of these new data elements is data our system already collects while others are possibly new
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Veteran Status 1-Yes; 0-No, 9-Status not known
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Occupational Code Prior to Employment if available
Industry Code of Employment 1st Qtr Prior to Participation
Industry Code of Employment 2nd Qtr Prior to Participation
Industry Code of Employment 3rd Qtr Prior to Participation
Farmworker Status
Type of Qualifying Farmwork
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Most Recent Date Received Job Search Activities
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Most Recent Date Received Intensive Services
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Date Entered Training #2
Occupational Skills Training Code #2
Training Completed #2
Date Completed or Withdrew from Training #2
Date Entered Training #3
Type of Training Services #3
Occupational Skills Training Code #3
Training Completed #3
Date Completed or Withdrew from Training #3
Distance Learning
Most Recent Date Participated in Alternative School
Most Recent Date Participated in Work Experience
Most Recent Date Received Adult Mentoring Services
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Industry Code of Employment 2nd Qtr After Exit Quarter
Industry Code of Employment 3rd Qtr After Exit Quarter
Industry Code of Employment 4rd Qtr After Exit Quarter
Literacy Numeracy Gain Begin Date
In Test
Anderson, Lindsay
Anderson, Lindsay
Do Not Use
DC09 - IT-PRDC-WFS
Do Not Use
ORegulatory/Mandatory
IWD-1371

PY13 1st Qtr WIASRD - 57 new reporting elements TEGL 4-13

PY13 1st Qtr WIASRD - 57 new reporting elements TEGL 4-13
 PY13 1st Qtr WIASRD due Nov 12
 Mandatory/Regulatory

Contact: Michaela Malloy Rotert

Cost Code: FRCP

NEW WIASRD reporting requirements

• August 28, 2013

ETA released Training and Employment Guidance Letter (TEGL) No. 4-13, Workforce Investment Act (WIA) Performance Reporting System, which ann

There are 57 new reporting data elements. Some of these new data elements is data our system already collects while others are possibly new

The attached file "WIA WIASRD Data Element - New TEGL 4-13.pdf"

New Data elements:

State Code of Residence
 County Code of Residence
 Zip Code of Residence

Economic/Labor Market Area and Physical Location Code
 Category of Disability
 Veteran Status 1-Yes; 0-No, 9-Status not known
 Date of Actual Military Separation [REJECT Error]
 Transitioning Service Member
 Covered Person Entry Date
 Date 45 Days fol3Lowing Covered Person Entry Date
 TAP Workshop in 3 Prior Years
 Post 9/11 Veteran

Occupational Code Prior to Employment if available
 Industry Code of Employment 1st Qtr Prior to Participation
 Industry Code of Employment 2nd Qtr Prior to Participation
 Industry Code of Employment 3rd Qtr Prior to Participation

Farmworker Status
 Type of Qualifying Farmwork

Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI)

Date of Actual Dislocation (More on this in subsequent JIRA)
 Special ETA Project ID
 Rapid Response Event Number

Referred from Wagner Peyser to WIA

Date of First Self-Service
 Date of First Staff-Assisted Service
 Most Recent Date Received self-services
 Most Recent Date Received staff-assisted Services
 Most Recent Date Received Career Guidance Services
 Most Recent Date Received Workforce Information Services
 Most Recent Date Received Job Search Activities
 Most Recent Date Referred to Employment
 Most Recent Date Received Other Staff-Assisted Core Services
 Most Recent Date Received Intensive Services

Training Completed #1
 Date Entered Training #2
 Occupational Skills Training Code #2
 Training Completed #2
 Date Completed or Withdrew from Training #2
 Date Entered Training #3
 Type of Training Services #3
 Occupational Skills Training Code #3
 Training Completed #3
 Date Completed or Withdrew from Training #3
 Distance Learning

Most Recent Date Participated in Alternative School
 Most Recent Date Participated in Work Experience
 Most Recent Date Received Adult Mentoring Services
 Most Recent Date Received Career Guidance / Counseling Services
 Date of Completion of Youth Services
 Received Supportive Services (except needs related)
 Received Needs Related Payments
 Received Services through a Disaster National Emergency Grant
 Most Recent Date Received Rapid Response Services

Industry Code of Employment 1st Qtr After Exit Quarter
 Industry Code of Employment 2nd Qtr After Exit Quarter
 Industry Code of Employment 3rd Qtr After Exit Quarter
 Industry Code of Employment 4rd Qtr After Exit Quarter

Literacy Numeracy Gain Begin Date

Assigned
 Gannon, Dave
 Anderson, Lindsay
 Do Not Use
 DC09 - IT-PRDC-WFS
 Do Not Use
 0Regulatory/Mandatory
 IWD-1370
 IWORKS System defect - Blank Exit Snapshot

Staff are reporting the Exit Snapshot to be blank. Per IT, this issue began fol3Lowing work done on another JIRA ticket or with IWORKS updat

Contacts: Michaela Malloy Rotert/Sekhar Jagarlamudi

Cost Code: FRCP/FRTT
Assigned
Kumba, Radhakrishnan
Anderson, Lindsay
Do Not Use
DC09 - IT-PRDC-WFS
Do Not Use
ORegulatory/Mandatory
IWD-1321
Assigned
Gannon, Dave
Anderson, Lindsay
Do Not Use
DC09 - IT-PRDC-WFS
Do Not Use
ORegulatory/Mandatory
IWD-1319

Make Back-up copy of PY12 data file from PY12 WIA Annual report and Data validation

Priority: Mandatory/Regulatory
Contact: Michaela Malloy Rotert
Cost Code: FRCP

A backup copy of PY12 WIAPY2012V needs to be made as subsequent program staff activities or requests are going to include
1) Running the WIA Data Validation sample to start data validation and
2) Generating test reporting to include ALL participants in performance pool (this includes individuals "registered" in IWORKS who may have

The PY12 annual report and WIA Data validation data file WIAPY2012V must remain unchanged!

In Progress
Gannon, Dave
Anderson, Lindsay
Do Not Use
DC09 - IT-PRDC-WFS
Do Not Use
ORegulatory/Mandatory
IWD-1296

TAPR reporting/extract errors re: Training participation

DOL has recently alerted us to TAPR reporting/extract errors that have been occurring since Q1-FY12 (reporting quarter: 10/1/2011 - 12/31/20

The TAPR data elements that relate directly to training participation are the fol3Loving: DE1208 THROUGH DE1222.

How exactly has the extract of these data elements changed from Q4-FY10 (reporting quarter: 7/1/2010 to 9/30/2010; TAPR file due date: mid-N

Related to this topic, I have also attached emails dated 5/2012 in which I communicated with Sekhar as to how certain training participation

Once we develop a method of extracting the data properly, we must resubmit TAPR files from Q1-FY12 (and earlier, if we determine that the in

COST CODE = FRTT
In Progress
Gannon, Dave
Anderson, Lindsay
Do Not Use
DC09 - IT-PRDC-WFS
Do Not Use
ORegulatory/Mandatory
IWD-1288

Please add "Date of Membership" to all IWORKS 45-day lists.

DOL regulations require that participants exit from programs (e.g., Trade Act, WIA, etc.) after 90 days of no countable services. One essent

Cost codes - FRTT, FRCP.

Todd Spencer and Michaela Malloy-Rotert are the contacts for this request.

Assigned
Gannon, Dave
Anderson, Lindsay
Do Not Use
DC09 - IT-PRDC-WFS
Do Not Use
ORegulatory/Mandatory
IWD-1276

Update ANDS decisions and boiler plates per attached document. Questions can be directed to Etha Carson 2-5145.

Assigned
Budrevich, Steven
Douglas, Jodi
Do Not Use
DC07 - IT-PRDC-UI Benefits
Unemployment Insurance Services
ORegulatory/Mandatory
IWD-1261

Lit/Num - Exit Dates for LitNum for PY12 to be included through 6/30/13.

Contact: Michaela Malloy Rotert

Cost Code = FRCP

Based on discussion with DOL partner and literacy numeracy contractor, Dave McEachern, Literacy Numeracy only includes data when the anniver

Please see attachment for more explanation and the problem record.

Assigned
Gannon, Dave
Anderson, Lindsay
Do Not Use
DC09 - IT-PRDC-WFS
Do Not Use

ORegulatory/Mandatory

IWD-1260

Lit/Num - Youth participation dates or Exit date incorrect due to prior enrollment into Membership before WIA eligibility and enrollment

Mandatory/Regulatory (reporting)

Contact: Michaela Malloy Rotert

Cost Code: FRCP

Based on analysis of WIASRD data (individual participant records) submitted to DOL for 4th quarter, a couple of youth had different dates of

From TEGL 17-05: "What is the definition of a participant?"

A participant is an individual who is determined eligible to participate in the program and receives a service funded by the program."

When Youth are entered into the system such as a youth age 18-21 and coenrolled into Adult, they may be put into the system through the mem

Please see attachment for list of problematic records

Assigned

Gannon, Dave

Anderson, Lindsay

Do Not Use

DC09 - IT-PRDC-WFS

Do Not Use

ORegulatory/Mandatory

IWD-1258

Lit/Num - WIASRD incorrectly has youth participant coded as In-School and youth is Out-of-school and should be included in LitNum rate.

Contact: Michaela Malloy Rotert

Cost Code: FRCP

Based on analysis of WIASRD data (individual participant records) submitted to DOL for 4th quarter, there was one youth who was incorrectly

Please see details in attachment.

Assigned

Gannon, Dave

Anderson, Lindsay

Do Not Use

DC09 - IT-PRDC-WFS

Do Not Use

ORegulatory/Mandatory

IWD-1240

Need to have the ETA9002 and Vets200 reports run quarterly for the individual regions. These reports must be received by the 10th of the mon

In Progress

Lewis, Sheryl

Adams, Lori

Field Operations

DC09 - IT-PRDC-WFS

Workforce Services

ORegulatory/Mandatory

IWD-1237

Add Ticket to Work Statement on Self -Attest form (certification statement section) in IWORKS Membership Process

Mandatory due to Iowa's Disability Employment Initiative (DEI) grant's requirement to increase and sustain Ticket to Work incentives. Part c

On the screen that appears toward the end of the membership process, there is the self-attestation of income and other demographics. This is

I certify that the information I have provided on this application is true to the best of my knowledge. I am also aware that the information

Doug Keast is the contact person for this request.

The cost code is FRDE (DEI Grant)

In Progress

Gannon, Dave

Anderson, Lindsay

Do Not Use

DC09 - IT-PRDC-WFS

Do Not Use

ORegulatory/Mandatory

IWD-1233

When an unemployment claim is filed, if the race is not selected, it should translate to the mainframe as "Not Declared." Likewise, if the g

In Test

Borgeson, Jill

Borgeson, Jill

Do Not Use

DC07 - IT-PRDC-UI Benefits

UI Benefits

ORegulatory/Mandatory

IWD-1181

Build the extract files for Tax Validation Pop 5 (Field Audits).

Build extract file from scratch. MIUI audit function needs to be operational and data reported on ETA581 before extract can be built.

Completion by 11/30/13.

Justin Willier has Tax Data Validation Handbook and record layouts.

In Progress

Willier, Justin

Douglas, Jodi

Quality Control

DC06 - IT-PRDC-UI

UI

ORegulatory/Mandatory

IWD-1180

Build the extract files for Tax Validation Pop 4 (Accounts Receivable). Cannot begin building files until data for the 2nd Qtr 2013 ETA581 ha

Extract must be built from scratch.

Completion by 11/30/13.

Justin Willier has Tax Data Validation Handbook and record layouts.

In Progress

Willier, Justin

Douglas, Jodi

Quality Control

DC06 - IT-PRDC-UI

UI

ORegulatory/Mandatory

IWD-1179

Build the extract files for Tax Validation Pop 3 (Status Determinations). Cannot begin building files until data for the 2nd Qtr 2013 ETA581

Update extract file with 2nd quarter 2013 data.

Completion by 11/30/13.

Justin Willier has Tax Data Validation Handbook and record layouts.

In Progress

Willier, Justin

Douglas, Jodi

Quality Control

DC06 - IT-PRDC-UI

UI

ORegulatory/Mandatory

IWD-1178

Build the extract files for Tax Validation Pop 2 (Reports). Cannot begin building files until data for the 2nd Qtr 2013 ETA581 has been gene

Correct extract file that was built for 2013. File didn't contain correct accounts.

Completion by 11/30/13.

Justin Willier has Tax Data Validation Handbook and record layouts.

Assigned

Willier, Justin

Douglas, Jodi

Quality Control

DC06 - IT-PRDC-UI

UI

ORegulatory/Mandatory

IWD-1132

This is related to JIRA Requests: IWD - 878 and IWD - 879. JIRA request 878 added the option of InSchool/Attending Alternative HS to the lis

Region 1

Brown, Dakota R.

Lehman, Robin J.

Region 13

Doty, Matthew A.

Patterson, Nicole D.

This carries over into Reporting so any new enrollments where the school status at participation is "Attending - Alt School", they are not b

Michaela Malloy Rotert is the contact person for this request. The cost code is FRCP.

In Test

Anderson, Lindsay

Anderson, Lindsay

DC09 - IT-PRDC-WFS

Workforce Services

ORegulatory/Mandatory

IWD-1127

In the Membership Application, the Eligibility Determination screens that dealt with Dislocated Worker and Displaced Homemaker eligibility w

Dislocated Worker Eligibility Questions in the Membership Application:

* Have you been laid off? Yes No

* Have you received a notice of layoff from your employer? Yes No

The rules surrounding these questions should apply as they did prior to IWD-256:

If one or both questions are answered Yes

The WIA Dislocated Worker - Eligibility Determination questions appear in the Eligibility Determination section.

If both questions are answered No:

The WIA Dislocated Worker - Eligibility Determination questions do not appear in the Eligibility Determination section.

The Displaced Homemaker question appears.

* Have you been providing unpaid services to family members in the home? Yes No

Displaced Homemaker Eligibility Question in the Membership Application:

* Have you been providing unpaid services to family members in the home? Yes No

The rules surrounding this question should apply as they did prior to IWD-256:

If the answer is No

The WIA Displaced Homemaker - Eligibility Determination questions do not appear in the Eligibility Determination section.

If the answer is Yes

The WIA Displaced Homemaker - Eligibility Determination questions appear in the Eligibility Determination section.

Edits to the WIA Displaced Homemaker - Eligibility Determination screen:

Remove 2 questions:

Have you been providing unpaid services to family members in the home? Yes No

Have you been unable to obtain employment or upgrade your employment? Yes No

If the answer to the remaining question is Yes

The Displaced Homemaker box is checked on the Eligible Programs screen.

If the answer to the remaining question is No

The Displaced Homemaker box is not checked on the Eligible Programs screen.

Document with screen shots attached.

In Progress
Kumba, Radhakrishnan
Nilles, Christine
Targeted Services
DC09 - IT-PRDC-WFS
Workforce Services
ORegulatory/Mandatory
IWD-1123

Sridhar needs to spend time researching option that was recommended to fix ETA 581 error. Code change. Sridhar needs to determine all impact

Change 1 - Reverse Payment should add row to Ui QTRLY Receivable unpaid table and never update a row when contribution or RMB charges are IR

Change 2 - Daily Interest process should change. Interest is currently being calculated on each individual row of contribution or RMB Charge

Sridhar, Sheryl Lewis, Rita Coxie, Dan Halferty, Brandie Cummings and Dana Barrer met on June 13th to discuss errors with ETA 581 that cause

One major error we found was this once reverse payment functionality was in the system: Payments that had been reversed during 1/2013 filing

Dan found this and since the items were not originally queries for #21 or #22, report didn't balance. Additionally, reversed payments that w

Above changes were recommendations from meeting. Business is open to other suggestions that helps us meet ETA 581 requirements in a consiste

In Progress
Gorrepati, Sridhar
Cummings, Brandie
Tax
DC06 - IT-PRDC-UI
UI

ORegulatory/Mandatory

IWD-1117

Testing of bulk upload data was completed in the test environment. Process is ready for production environment to begin using this function

In Progress

Balcha, Elizabeth
Wicks, Heidi
DC09 - IT-PRDC-WFS
Workforce Services
ORegulatory/Mandatory
IWD-1116

Review programming of new WOTC system to determine how to import (injest) the data received on a monthly basis from DHS. Data will be matche

Assigned

Njoroge, Wambui
Wicks, Heidi
DC09 - IT-PRDC-WFS
Workforce Services
ORegulatory/Mandatory
IWD-1081

Selective Service changes must be made in IWORKS and on the Membership Application to be in compliance with the WIA regulations and reportin

Please see attachment for all details related to this request.

Michaela Malloy-Rotert is the contact for this request.

Assigned
Gannon, Dave
Anderson, Lindsay
DC09 - IT-PRDC-WFS
Workforce Services
ORegulatory/Mandatory
IWD-1037

The ETA-204 Experience Rating Report is a federally required UI report.

The most recent report has the following issues:

Dates: Report dates do not meet report requirements for the current report.

Section A: Number of accounts does not match data received from tax department.

Section B: Need provision to enter noncharged benefits from UI service center to complete section.

Section C: Number of accounts, total payroll, taxable payroll, benefit charged and estimated contributions are

too high. The table list 209,203 accounts compared to 72,379 accounts on last year's report.

Source records may not have new (unrated) employers properly identified.

I am also requesting a comprehensive data file or files to be used for report verification and contribution rate research. Requested data cc

I will place more specific data in the comment sections of the request.

In Test
Callan, Patrick
Callan, Patrick
Regional Research & Analysis
DC05 - IT-PRDC-LMI
Labor Market Information
ORegulatory/Mandatory
IWD-1015

Assessments entered into the LitNum tab in IWORKS need to be a countable service to the assessment date.

This primarily affects post-tests administered after the enrollment date. This is also in alignment with all other testing entered into the

Incorrect exits are occurring as a result of assessments entered in the LitNum tab not being treated as countable services, so inaccurate in

Michaela Malloy-Rotert is the contact for this JIRA.

In Progress
Thielman, Richard
Anderson, Lindsay
DC09 - IT-PRDC-WFS
Workforce Services
ORegulatory/Mandatory
IWD-1014

TAPR Data Element # 1229: Current Quarter Training Expenditures

The Department of Labor insists that Iowa has not been reporting TAPR DE#1229 - Current Quarter Training Expenditures for any Trade Act part Iowa must submit the next TAPR file on 5/13/2013 (for report quarter ending 3/31/2013), so the issue with this data element will need quick

Thank you for your assistance.

In Test

Anderson, Lindsay
Anderson, Lindsay
DC09 - IT-PRDC-WFS
Workforce Services

1High

IWD-961

Opened issue to track situations when Sridhar is asked to research production exception screens or uncommon errors that cannot be easily rep

In Progress

Gorrepati, Sridhar
Cummings, Brandie

Tax

DC08 - IT-PRDC-UI Tax

Unemployment Insurance Services

1High

IWD-929

Need to create the fol3Loving new screens in APAS:

Remuneration Details

Amendment Details

Decision Details

Scheduling Details

See Screen Shots & Field Definitions

Assigned

Anderson, Ryan

Prettyman, Laura

Benefits

DC07 - IT-PRDC-UI Benefits

Unemployment Insurance Services

1High

IWD-928

When an employers response is received from sides, APAS should look at the fol3Loving conditions when handling the response:

1. Attach response to case folder
2. Check for remuneration.
3. Check for Amendment
4. Verify case folder is in the Waiting for Response query
5. Check to see if the response is timely or late.

See attached Use Case for the requirements on how the system should route the case folder.

The main f3Low on page 2 describes the steps the system will take when handling a response. See business rules 10.1.1 and 10.1.2 for how eac

Pending

Thielman, Richard

Prettyman, Laura

Benefits

DC07 - IT-PRDC-UI Benefits

Unemployment Insurance Services

1High

IWD-920

When the case folder and workf3Low are created in APAS for SIDES employers, the system should route the case folder accordingly:

1. If the fol3Loving phrase is in the NOC print stream, route the case folder to the To Be Scheduled query.

Based on claimant information, you may be notified about a fact-finding interview prior to returning this notice. You still must return this

2. If the above phase is not in the NOC print stream, route the case folder to the Waiting for Response query.

See the use case for the requirements. System steps are in the alternate f3Low 9.1 on page 3. The business rules are on page 5 under 10.2

In Test

Anderson, Ryan

Anderson, Ryan

Benefits

DC07 - IT-PRDC-UI Benefits

Unemployment Insurance Services

1High

IWD-912

Need to start re-sending a file to Revenue and Finance monthly to help Tax Collections accrue offset money.

Per Rita Coxé this is the information that used to happen: This was a file that was sent monthly to revenue and finance for any employer tha

Rita needs to research what was previously sent and to whom and work with someone to get this file sent to Revenue Finance again.

Carol Tanner, Jodi Douglas and Brandie Cummings are business contacts.

In Progress

Coxe, Rita

Cummings, Brandie

Tax

DC08 - IT-PRDC-UI Tax

Unemployment Insurance Services

1High

IWD-851

This al3Lows field staff the ability to more easily help customers from a single source screen AND

1. Make the Unemployment fields searchable so field staff will not have to involve either the UISC or IT when in need of creating lists of p
Currently, when wanting to directly contact UI recipients the field has to request the information from either IT or work with the UISC to g
2. Automatically activate new "members" for the employment exchange in IWORKS. Currently, when someone enters a center and goes through the
3 In IWORKS create a 3 digit code that would differentiate between Employer Managed job orders and Indexed Job orders.

In Progress

Kumba, Radhakrishnan

Adams, Lori

Field Operations

DC09 - IT-PRDC-WFS

Workforce Services

1High

IWD-816

Employer entered and managed jobs in IWorks need to be included in the daily file that goes to US.jobs. Currently, they do not appear to be.

I checked the Des Moines region and NONE of the first 15 employer entered/managed jobs are on US.jobs. I didn't look any further than that, There was a change in the coding in IWorks some time ago. Could this be preventing the jobs from going?

When I run a Job Query, job orders that are entered by staff in a local office have a 3 digit office code that proceeds job order numbers. F Is there something in the coding of the job that looks at that preceding number to determine if it should be included in the feed we send?

In Progress
Gannon, Dave
Nilles, Christine
Wagner Peyser/Veterans/ALC
DC09 - IT-PRDC-WFS
Workforce Services
lHigh
IWD-793

This same report was previously run sometime prior to Y2K, but was dropped due to staff workload. Chuks is aware this may be coming. This re

Assigned
Nwizu, Hyginus
Wilkinson, Michael
DC07 - IT-PRDC-UI Benefits
Unemployment Insurance Services
lHigh
IWD-759

Wage Item Validation is required by DOL as part of UI Performs. Using the 3Q2012 MyIowaUI snapshots please provide an excel file that contai

1. Electronic
2. Paper
3. File Transfer

The database query should identify a day within the 3rd quarter of 2012 where at least 150 wage items for each of the submission types liste

1. Submission Method
2. Batch Number
3. Day/Month/year wage item submitted
4. Account number
5. Social Security Number (wage item)
6. Quarter/year of wage item
7. Dollar Amount of wage item

Assigned
Gannon, Dave
Wilkinson, Michael
Quality Control
DC08 - IT-PRDC-UI Tax
Unemployment Insurance Services
lHigh
IWD-755

Assigned
Gannon, Dave
Seivert, Shanlyn
DC06 - IT-PRDC-UI
Unemployment Insurance Services
lHigh
IWD-754

Assigned
Gannon, Dave
Seivert, Shanlyn
DC06 - IT-PRDC-UI
Unemployment Insurance Services
lHigh
IWD-1622

MIUI Functions - Recalculate Rate and Annual Rate Run

Tester: Amanda Cross

Error in the display of benefit charges on the Tax Rate Notice for the Predecessor. The benefit charges are being removed twice from the cal

Open

Thielman, Richard
OBrien, Carie
Tax
DC08 - IT-PRDC-UI Tax
UI Tax
lHigh
IWD-1614

Asking for a report that shows all claimants who have exhausted regular unemployment insurance and/or plant closing credit. And have a 003 d

Open
Thielman, Richard
West, Ryan
IWD Business Management
DC07 - IT-PRDC-UI Benefits
UI Benefits
lHigh
IWD-1600

Please see the attachment. We need to shut off this notice as EUC has not not been extended. If possible, Chuks is familiar.

Assigned
Budrevich, Steven
West, Ryan
IWD Business Management
DC07 - IT-PRDC-UI Benefits
Do Not Use
lHigh
IWD-1596

Please provide me with access to the fol3Loving benefit databases:

Payment Gateway databases
TOP databases
Overpayment Databases
Assigned
Challa, Santhosh
Anderson, Ryan

Do Not Use
DC07 - IT-PRDC-UI Benefits
Do Not Use
lHigh

IWD-1587
Currently the system allows the users to obligate funds from a funding stream whether they are enrolled in the program or not.
Assigned

Kumba, Radhakrishnan
Malloy Rotert, Michaela
Targeted Services
DC09 - IT-PRDC-WFS
Workforce Services

lHigh
IWD-1580

TRA/KTRP programming needs to be rewritten to correct several issues. Per conversation with MaryKaye and Chuks, priority should be given to

1. Incorrect TRA Basic expiration dates
2. Incorrect TRA Additional end dates
3. TRA Additional eligibility periods adjust incorrectly
4. TRA paying too many weeks
5. Incorrect pay codes being displayed
6. 2015 end dates are not Saturday end dates
7. TRA paid outside of contract dates

Assigned
Stratton, Mary

West, Ryan
IWD Business Management
DC07 - IT-PRDC-UI Benefits

Do Not Use
lHigh
IWD-1576

I held off submitting this ticket in hopes that reauthorization might occur. However, it has not so we must proceed with Reversion 2014. Ple

MaryKaye Stratton & Jim Bengston

TRA Reversion 2014 Benefit Structure

2014 starts a new petitions series 85,000 and above. Changes are required for federal compliance and relevant information is contained in Se

Mainframe changes

- Previous benefit structures for prior laws must remain intact for 2002 (up to 69,999), 2009 (70,000 - 79,999), and 2011 (80,000 - 84,999)
- Basic TRA is unchanged
- Additional TRA is 65 payable weeks in 78 week period (same as 80,000 - 84,999)
- Completion TRA is 13 weeks payable in a 20 week period (same as 80,000- 84,999 with ability to manually adjust eligibility period)
- Earnings disregard does not apply to TRA payments for petitions 85,000. Earnings should be deducted per state law. Earnings disregard stil

Lotus Notes changes

- Deadline dates on 855A/857 tab need to display 8/16 deadline dates (Same as 60,000 petitions)
- Need field to calculate 210 day deadline. Should display date 210 days from separation date and 210 days from certification date. Same as

Assigned
Stratton, Mary
West, Ryan
IWD Business Management
DC07 - IT-PRDC-UI Benefits

Do Not Use
lHigh
IWD-1575

Request to be worked by MaryKaye Stratton.

Completion TRA dates on KTRP need to be programmed to allow manual adjustment to change eligibility period for TRA Completion without chang

Test case: Kory Buckley 0721

TRA Completion: 13 payable weeks in 20 week period.

Current TRA Additional Dates: 06/03/12 - 11/30/13
Current TRA Completion dates: 12/01/13 - 03/01/14

Once Programming changes are in effect dates should be able to be edited to show the following:

TRA Additional Dates: 06/03/12 - 11/30/13
TRA Completion Dates: 01/05/14 - 05/24/14

Assigned
Stratton, Mary
West, Ryan
IWD Business Management
DC07 - IT-PRDC-UI Benefits

Do Not Use
lHigh
IWD-1574

Need to create a screen for the business users to generate the pre-top letters. See attached requirements.

Assigned
Raush, Ken
Anderson, Ryan

Do Not Use
DC07 - IT-PRDC-UI Benefits
Do Not Use

lHigh
IWD-1573

We need a screen created for users to search for payments and view payment details. Please see attached requirements.

Assigned
Anderson, Ryan
Anderson, Ryan
Do Not Use
DC07 - IT-PRDC-UI Benefits
Do Not Use
lHigh

IWD-1572

As discussed with both Rich Thielman and MaryKaye Stratton, need to create a list that shows field office customers who have not received se
<http://WDM3RP03.ia.wd.org:8080/businessobjects/enterprise115/desktoplaunch/opendoc/openDocument.jsp?sIDType=CUID&iDocID=AU7dHDGaOtFMpdBC8IeV>
Assigned

Stratton, Mary
Adams, Lori
Field Operations
DC09 - IT-PRDC-WFS
Workforce Services
lHigh
IWD-1568

Yes, we need them to do a search that will include SSN's that meet the fol3Loving criteria: in the last 18 monnths

1. ANDS 712 on NMRO
2. PENSION TYPE on DBRO/DBIN is 4 (indicates a FE or X pension)
3. PROG is X, UI-X or FE-X

RESCISSIONS

None

EXPIRATION DATE

January 1, 2015

EMPLOYMENT AND TRAINING ADMINISTRATION ADVISORY SYSTEM

U.S. DEPARTMENT OF LABOR

Washington, D.C. 20210

CLASSIFICATION

UCX

CORRESPONDENCE SYMBOL

OUI/DUIO

DATE

January 16, 2014

ADVISORY: UNEMPLOYMENT INSURANCE PROGRAM LETTER NO. 4-14

TO: STATE WORKFORCE AGENCIES

FROM: ERIC M. SELEZNOW /s/

Acting Assistant Secretary

SUBJECT: Federal Military Pensions

1. Purpose. To ensure State Workforce Agencies are aware of the Federal military retired pay annual cost of living adjustment (COLA) provide
2. Background. The military COLA is based on the previous year's Consumer Price Index (CPI). Military COLA increases will be effective Decer
3. COLA for Retired Pay. Based on the increase in the CPI, there are COLA adjustments for retired pay and Survivor Benefit Plan annuities ef
4. Instructions. States with laws that require a reduction of the unemployment insurance weekly benefit amount by the prorated weekly amount
5. Action Requested. State Administrators are requested to provide the above information and attachment to appropriate staff.
6. Inquiries. Please direct all inquiries to the appropriate Regional Office.
7. Attachment. Fiscal Year 2014 Adjustments to Retired/Retainer Pay, Survivor Annuities and Premiums.

Assigned

Budrevich, Steven

West, Ryan

IWD Business Management

DC07 - IT-PRDC-UI Benefits

UI

lHigh

IWD-1563

Fix the "hook" to eliminates null fields that delete info in IWorks when information is passed back from Focus/Career. For example, NCRC scc

Assigned

Kumba, Radhakrishnan

Nilles, Christine

Do Not Use

DC09 - IT-PRDC-WFS

Do Not Use

lHigh

IWD-1529

Steve,

Can you pull the file you sent last Friday (1/10)? That's the one that had issues described be3Low.

The type 2 records were the ones missing the name (not type 1's).

Thanks,

Martha

Assigned

Hansen, Steven

West, Ryan

IWD Business Management

DC07 - IT-PRDC-UI Benefits

Do Not Use

lHigh

IWD-1502

According to Chuks Nwizu of IWD, you need to submit a JIRA re-programming request thru the IWD Help Desk, to officially get re-coding starte

MAIL Night KCK2300L 5106 LABELS-UI CLM FACTS WORKER SH Impact 12/04/2013 308 JKCK230P Workdays m-f JXTB428P CAUC

In Test

West, Ryan

West, Ryan

IWD Business Management

DC07 - IT-PRDC-UI Benefits

UI

lHigh

IWD-1412

This ticket is set up to fix this weekly until a code fix in MyIowaUI can be implemented(sharepoint 992).

See attached list (and it includees the query written by Sheryl) to find the records. When records with the same schedule_dt have different

Need to modify the time stamp to be the same for all records.

In Progress

Lewis, Sheryl

Cummings, Brandie

Do Not Use

DC08 - IT-PRDC-UI Tax

Do Not Use

lHigh

IWD-1408

Catch all ticket for issues identified in production.

In Progress

Njoroge, Wambui

Wicks, Heidi
 Do Not Use
 DC09 - IT-PRDC-WFS
 Do Not Use
 lHigh
 IWD-1406
 We get internal server errors quite frequently when staff are doing large processes that take more than 2 minutes.

Wage adjustment, transfer of experience are good examples. We cannot replicate in test environment.

Additionally, we had this happen when staff was accessing payment History screen for an account (322828) with large amount of payments. I see There is nothing wrong with the data on this account. The query is trying to retrieve 166 payments and return them to the screen and because The query for the payments history screen returns in .016 seconds in SQLDeveloper so tuning the database is not going address the problem. I

In Progress
 Moen, Martin
 Cummings, Brandie
 Do Not Use
 DC08 - IT-PRDC-UI Tax
 Do Not Use
 lHigh
 IWD-1403

For Billing - The State will need to batch upload their Detailed Quarterly Bill in the format in Appendix A. It's also possible that the Mill Additional info for this ticket: MSDEB, the name given to the detailed quarterly billing portion of Military State Data Exchange System (MSDES), is scheduled to begin Pilot Pilot States identified so far include AL, DC, FL, GA, IA, MN, MO, MT, NH and OK.

In order to participate in MSDEB, States are asked to extract their current UCX detailed quarterly billing print file and convert it to the In preparation, States should review your current process used in creating the UCX detailed quarterly billing, determining what changes need Appendix A (attached) includes the record header and detailed record layout to accommodate the electronic detailed quarterly bill (MSDEB).

Here is the UI-ICON Hub detailed timeline for this project:

State Develop Quarterly Billing Record Prototype for Pilot
 State Confirm UCX Billing Source Files 5 days 11/25/13 11/29/13
 State Verify UCX Electronic Billing Record Format 10 days 12/02/13 12/13/13
 State Test Source File to Electronic Record Format For 4th Quarter Pilot Billing Data 15 days 12/09/13 12/30/13
 State Certify Readiness to Begin Pilot with 4th Quarter Claims Data 1 day 12/30/13 12/30/13
 Pilot Usage Using 4th Quarter 2013 Claims/Billing Data 40 days 01/13/14 03/07/14
 Pilot Status Meeting 1 1 day 01/21/14 01/21/14
 Pilot Status Meeting 2 1 day 01/28/14 01/28/14
 Pilot Status Meeting 3 1 day 02/04/14 02/04/14
 Pilot Status Meeting 4 1 day 02/11/14 02/11/14
 Pilot Status Meeting 5 1 day 02/18/14 02/18/14
 Pilot Status Meeting 6 1 day 02/25/14 02/25/14
 Pilot Status Meeting 7 1 day 03/04/14 03/04/14
 Pilot Complete 0 days 03/07/14 03/07/14

Assigned
 Hansen, Steven
 West, Ryan
 IWD Business Management
 DC07 - IT-PRDC-UI Benefits
 UI Benefits
 lHigh
 IWD-1402
 I believe Steve Hanson worked on the claim piece.

"Appendix A includes the MSDES record layouts for the States that wish to batch upload the data from the MSDES website. The MSDEC formats, the MSDEB formats and the attachment handling info are only needed by States that are going to upload batches of records.

We are going to be getting test files sent to us in the UI Mail on ICON. It is going to be for quarterly billing. IT is going to have to create When we upload bills, it IS going to the military. They have been informed that the SSNs are bogus.

We need to be able to show the difference of program codes that unemployment is being paid under (UCX, EUC, etc.)

Assigned
 Hansen, Steven
 West, Ryan
 IWD Business Management
 DC07 - IT-PRDC-UI Benefits
 UI Benefits
 lHigh
 IWD-1353
 Currently the system al3Lows the person data entering to enter the employer information to process the application being entered. However, t Assigned
 Njoroge, Wambui
 Wicks, Heidi
 Do Not Use
 DC09 - IT-PRDC-WFS
 Workforce Services
 lHigh
 IWD-1351
 Forms Holder designation should appear in the Employer or Consultant Info sections in the Case Management Screens on the online system. Curr Assigned
 Lovan, Mai
 Wicks, Heidi
 Do Not Use
 DC09 - IT-PRDC-WFS
 Workforce Services
 lHigh
 IWD-1350
 Project Ranking #5

Having auto responses to select will save the staff considerable time in moving applications through the process. The fol3Lowing are suggest

No proof of 6 months active service or of a service - connected disability (DD214 or document from Veterans Administration that says years c SNAP requirement for veteran's group were not met.

Unemployed veteran did not receive enough unemployment compensation or had too many wages to qualify for WOTC.

Applicant does not have three out of fifteen months SNAP before hire date, does not have four or six months unemployment, or proof applicant Employer/consultant has not given proof of veteran status within 90 days of notification.

There has been more than 12 months since date of conviction. No prison time was served. Therefore there is no release date.

There was no conviction for a felony. A conviction for a misdemeanor offense is not in a qualified group.

More than 12 months has elapsed since release for a felony or beginning of parole and the hire date.

No record per Iowa Dept. of Corrections or data found per Iowa Dept. of Corrections.

Applicant did not have an individual written work plan to qualify for the vocational rehabilitation group.

Applicant was not a ticket-to-work holder with an IVWP.

Employer/consultant said the applicant was ineligible and/or the request for certification was withdrawn.

The requirements for the food stamp recipient group were not met. (Six consecutive months or three out of five months if no benefits were re We have not received supporting documentation that might have established eligibility and so consider this person ineligible. (Supporting dc Application is incomplete.

Although the applicant has a case number there was no record of DHS benefit payments.

There is no record of benefits.

No proof of SSI benefits within 60 days of hire.

Applicant does not live in a recognized rural renewal zone.

Applicant does not live in an empowerment zone.

Not an eligible age group. Qualifying age for Foodstamps/SNAP is 18-39.

Not an eligible age group - Qualifying age for Rural Renewal is 18-39.

Did not receive benefits for a sufficient period.

Disconnected youth expired 12/31/10.

The applicant is not eligible for any benefit group. The application has been denied. This decision is based on benefits data received from Other (This needs to remain as an option. It is currently in KY system.)

Assigned
 Njoroge, Wambui
 Wicks, Heidi
 Do Not Use
 DC09 - IT-PRDC-WFS
 Workforce Services
 lHigh
 IWD-1349
 The county name should auto populate when internal or external users enter either zip code information. Having a correct county designation
 In Progress
 Njoroge, Wambui
 Wicks, Heidi
 Do Not Use
 DC09 - IT-PRDC-WFS
 Workforce Services
 lHigh
 IWD-1347
 Priority # 2

Currently the WOTC unit receives Out of State DHS verifications from other states to verify applicant did or did not receive SNAP/TANF in Ic
 In Progress
 Njoroge, Wambui
 Wicks, Heidi
 Do Not Use
 DC09 - IT-PRDC-WFS
 Workforce Services
 lHigh
 IWD-1346
 Priority Ranking - #1

Need to ensure that the batch upload process for backlog applications works without glitches. Consulting firm, ADP, has agreed to test the p
 In Progress
 Njoroge, Wambui
 Wicks, Heidi
 Do Not Use
 DC09 - IT-PRDC-WFS
 Workforce Services
 lHigh
 IWD-1330
 -Please remove the fol3lwing sentence from Monetary Record form mailed for Combined Wage Claims:
 "ALL CONTINUED CLAIMS FOR BENEFITS IN IOWA MUST BE FILED BY TELEPHONE."

-Add the fol3lwing boilerplate text under the wage record on Pl to all versions of the Monetary Record form except those that are issued to
 "All Continued Claims for Unemployment Insurance benefits in Iowa must be filed online at www.iowaworkforcedevelopment.gov.
 Iowa Unemployment Insurance is an Equal Opportunity Program. If you require special assistance, you may contact Customer Service at 1-866-23

-PLEASE EDIT THE FOL3LOWING BOILERPLATES:

Current boilerplate: "Benefits cannot be paid on this claim because there were not any wages reported for your Social Security number. You r
Replace with: "BENEFITS CANNOT BE PAID ON THIS CLAIM BECAUSE THERE WERE NOT ANY WAGES REPORTED FOR YOUR SOCIAL SECURITY NUMBER. YOU MAY FILE
[example: SSN 478964630]

Current boilerplate: "You have indicated (military or federal) wages which are not carried on our computer files. We will send for records c
Replace with: "YOU HAVE INDICATED (MILITARY or FEDERAL) WAGES WHICH ARE NOT CARRIED ON OUR WAGE FILES. WE WILL REQUEST RECORDS OF THESE WAGE
[example for military: SSN 393068658; example for federal: SSN 584676782]

Current boilerplate: "Benefits cannot be paid on this claim because there were insufficient wages reported for your Social Security number f
If you earned wages between MM/DD/YY and MM/DD/YY, contact the Unemployment Insurance Service Center to learn possible options."
Replace with: "BENEFITS CANNOT BE PAID ON THIS CLAIM BECAUSE THERE WERE INSUFFICIENT WAGES REPORTED FOR YOUR SOCIAL SECURITY NUMBER FOR THE
IF YOU EARNED WAGES BETWEEN MM/DD/YY AND MM/DD/YY YOU MAY CONTACT YOUR NEAREST IowaWORKS CENTER, CALL CUSTOMER SERVICE AT 1-866-239-0843 OR

Current boilerplate: "Benefits cannot be paid on this claim because there were not any wages reported for your Social Security number. Howev
If after further review by Iowa Workforce Development staff there are still insufficient wages, you may be eligible to file an Unemployment
Replace with: "BENEFITS CANNOT BE PAID ON THIS CLAIM BECAUSE THERE WERE NOT ANY WAGES REPORTED FOR YOUR SOCIAL SECURITY NUMBER. YOU MAY FILE
[example: SSN 481881126]

-PLEASE REPLACE THE TEXT ON THE BACK OF THE MONETARY RECORD FORM (the one containing the claimant's mailing address) WITH THE FOL3LOWING:

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

To be eligible for Unemployment Insurance (UI) benefits, you must have earned sufficient qualifying wages during the base period of your cla
If you meet the minimum wage-requirements to establish a valid UI claim, the front of this Monetary Record form shows the weekly benefit amc
Because the amount of UI benefits that you may receive is based entirely on the wages shown on the front of this form, you should review the
The request for an appeal MUST be postmarked or received within 10 calendar days after the mailing date shown on this form. Your written req
YOUR APPEAL MUST BE MADE IN WRITING AND CONTAIN THE FOL3LOWING INFORMATION:

1. Your name, address and Social Security number
2. A reference to this Monetary Determination form
3. The fact that you are appealing this Monetary Determination form
4. The reason for your appeal

If you file an appeal, a hearing may be held. You may represent yourself at the scheduled appeal hearing or you may obtain the services of l
This Monetary Record becomes final ten days after the date it is mailed, if no request for an appeal or a wage investigation is received dur
THE BENEFIT AMOUNTS LISTED on the front of this form are subject to the al3Lowance or denial of any timely employer protests, any appeal fil
For additional information about the UI program such as eligibility requirements, computation of benefits, appeals, and more, please refer t

In Test

Schlumbohm, Spomenka
Schlumbohm, Spomenka

Do Not Use

DC07 - IT-PRDC-UI Benefits

Do Not Use

lHigh

IWD-1324

Automate the LEARS reports--there are 2 parts. Dave Gannon is the holder of the specs and has a legacy report to work from.

In Test

Nilles, Christine

Nilles, Christine

Do Not Use

DC09 - IT-PRDC-WFS

Do Not Use

lHigh

IWD-1320

Please define what services in IWorks are considered Staff Assisted Core, Intensive and Training services for the Vets 200 and 9002 reports.

In Progress

Gannon, Dave

Nilles, Christine

Do Not Use

DC09 - IT-PRDC-WFS

Do Not Use

lHigh

IWD-1316

ADP intends to submit backlog files once a week until backlog is completed. Their intent is to do this on weekends so that the files can be

In Progress

Njoroge, Wambui

Wicks, Heidi

Do Not Use

DC09 - IT-PRDC-WFS

Workforce Services

lHigh

IWD-1315

Two changes need to be made to the Skills Shell.

1. Remove Tapdance from the Shell. It is located on the Training tab. Tapdance was used to administer typing, 10-key and data entry tests. W

2. On the Application for Services tab the link for File an Unemployment Claim needs to open the internet claim screen at <https://uiclaims.i>
It currently opens to the intranet claim. This was originally requested in IWD-579. Work has not been completed, and with the Profile projec
Assigned

Gannon, Dave

Nilles, Christine

Do Not Use

DC09 - IT-PRDC-WFS

Do Not Use

lHigh

IWD-1310

Every quarter, the fol3Lowig items have to be completed. I am opening a ticket for Sridhar/Sekhar to document everything and complete at th

March 31

- Inactivation Run

- FNC RUN

- Database full back-up. ETA 581 necessary back-ups.

June 30th
 - Inactivation Run
 - FNC RUN
 - Non-Collect Run
 - Database full back-up. ETA 581 necessary back-ups. September 30th

September 30th
 - Inactivation Run
 - FNC RUN
 - Database full back-up. ETA 581 necessary back-ups.

December 31
 - Inactivation Run
 - FNC RUN
 - Database full back-up. ETA 581 necessary back-ups.

In Test
 Cummings, Brandie
 Cummings, Brandie
 Do Not Use
 DC08 - IT-PRDC-UI Tax
 Do Not Use
 1High
 IWD-1301
 Setting this ticket up for Justin to work on the Rate Run for 2013.

Sharepoint Issues Includes (in order of priority). See sharepoint for further details.
 773 - Rate is not calculated correctly at time. Not using the last filed quarterly report sometimes.

965 - Need to implement data back-up per Sekhar.

775 - Problem with Governmental rate run.

284 - Problem on validation screen.

959 - Indian Tribe employers did not get a rate notice through Private rate run last year.

In Progress
 chandrasekhar.jagarlamudi@iwd.iowa.gov
 Cummings, Brandie
 Do Not Use
 DC08 - IT-PRDC-UI Tax
 Do Not Use
 1High
 IWD-1300
 For Sridhar -

Research and implement changes for "New QA" to a13Low for old QA to be used for a Production node. We have been talking quite some time that

In Progress
 Gorrepati, Sridhar
 Cummings, Brandie
 Do Not Use
 DC08 - IT-PRDC-UI Tax
 Do Not Use
 1High
 IWD-1263
 Funding Objects needed to create BusObj Funding reports (Oblig/Auth)

Contact: Michaela Malloy Rotert

Cost Code = FRCP
 Assigned
 Gannon, Dave
 Anderson, Lindsay
 Do Not Use
 DC09 - IT-PRDC-WFS
 Do Not Use
 1High
 IWD-1251
 Please see the attachment. The 1Highlighted area needs added.

In Progress
 Budrevich, Steven
 West, Ryan
 IWD Business Management
 DC07 - IT-PRDC-UI Benefits
 UI Benefits
 1High
 IWD-1241
 Hi All,

Just in case you did not receive the documents that were sent out last week by Martha Stephens to your IPC/FPC & ICON Programmers. These are

Additional information be3Low based on questions we have received:

For Claims - When the military sends a "Military Response" or "Additional Income" form to the State, the State will receive a notification e

For Billing - The State will need to batch upload their Detailed Quarterly Bill in the format in Appendix A. It's also possible that the Mil

Code a space in the Web Flag of the FCCC Request records (that field is for FCCC use only).

Weekly Benefit Amount, Maximum Benefit Amount and Dependent Amount are all in the format of dollars and cents with a fixed decimal (9999999).

Please note I have all the attachments and forwarded to Rich T and Steve H.

Assigned
 Johnson, Andrew
 West, Ryan
 IWD Business Management

DC07 - IT-PRDC-UI Benefits

UI Benefits

1High

IWD-1238

Create new Continued Claim application. This application will replace the existing online continued claim application used by claimants. A s

Field Definitions, Use Cases, & Wire Frames are available in Share Point.

Assigned

Reddy, Mohan

Prettyman, Laura

Do Not Use

DC07 - IT-PRDC-UI Benefits

UI Benefits

1High

IWD-1161

Create new Web Claim application. This application will replace the existing web claim application used by claimants. A staff version should

Documents in share point are currently in draft status (wire frames & field definitions). Will update JIRA ticket once final versions are pc

In Progress

jerry.jacob@iwd.iowa.gov

Prettyman, Laura

Do Not Use

DC07 - IT-PRDC-UI Benefits

Unemployment Insurance Services

1High

IWD-1144

Please add the fol3Lowing JIRA Request as soon as possible. We would like to run some audit history reports on case notes as part of an inve

Michaela Malloy Rotert is the contact person for this request. FRCP = cost code.

Assigned

Gannon, Dave

Anderson, Lindsay

Do Not Use

DC09 - IT-PRDC-WFS

Workforce Services

1High

IWD-1134

See SharePoint link be3Low

Assigned

Gannon, Dave

Wood, Kirsten

Benefits

DC07 - IT-PRDC-UI Benefits

Unemployment Insurance Services

1High

IWD-1130

Seeker Info Screen:

* Remove the Cohort field. Replace with a Member check box. Field on this box should be the same cream color as other fields that aren't edi

* Check box field is automatically checked when the seeker completes the Membership process.

* When a seeker completes the Membership process, the fol3Lowing needs to happen with the Emp Exchange status:

If Emp Exchange is Active: the Emp Exchange date resets to the date Membership was completed.

If Emp Exchange is Inactive: Emp Exchange status changes to Active and date changes to date Membership was completed.

All other rules or edits in place regarding the Emp Exchange field should remain the same.

* On the 91st day with no countable service provided (including services provided in the Employment Plan) Membership automatically inactivat

The system should already work this way.

Membership Screen:

* Remove Cohort Group section.

When Membership is completed, the Member check box is checked in IWorks on the Seeker Info tab.

Initial Services Plan:

* Rename the Employment Express tab to Job Seeking.

* Rename the Career Advancement tab to Skill Enhancement.

* Remove the Career Development tab.

* Remove the requirement to Change Cohort.

Both Job Seeking and Skill Enhancement tabs should be available for data entry and are one plan, even though entry may happen on both tabs.

Remove the Change Cohort button from both Job Seeking and Skill Enhancement tabs.

* Job Seeking and Skill Enhancement tabs do not need background color. Change background to standard blue used throughout IWorks.

* Make Initial Services Plan available for entry after Referral to Intensive/Training Services date is entered.

* Once a member is enrolled into Intensive/Training Services with WIA Adult/DW or Older Youth, they are removed from the 45 day list.

Job Seeking tab:

* Name, Plan Date, Goal and Salary fields- fields can be completed from either tab and display the same in both.

* Initial Activities: Staff-Assisted Core Services section-no changes.

* Available Job Search and Advancement Workshops-no changes.

* Review sources for job leads-no changes.

* Send out five resumes/applications (at least) per week-no changes.

* Comments section-Category defaults to Initial Services Plan.

When entering a new Comment, Category defaults to Initial Services Plan.

* #Fol3Low Up Attempts-no changes.

* Change Plan button-no changes.

* Inactivate Plan button-changes outlined be3Low.

* Print Plan button-changes to report outlined be3Low.

* Save button-no changes.

* Close button-no changes.

Skill Enhancement tab:

* Name, Plan Date, Goal and Salary fields- fields can be completed from either tab and display the same in both.

* Initial Activities: Staff-Assisted Core Services section-no changes.

* Research and sign up for Skills Workshops/Training-no changes.

* Comments section- Category defaults to Initial Services Plan.

When entering a new Comment, Category defaults to Initial Services Plan.

* Referrals and Fol3Low-ups:

Referred to Intensive/Training Services field

After date is entered the Initial Services plan remains available for entry of core services during Case Management.

* Change Plan button-no changes.

* Inactivate Plan button-changes outlined be3Low.

* Print Plan button-changes to report outlined be3Low.

* Save button-no changes.

* Close button-no changes.

Inactivate Plan button:

On the Inactivate Plan pop-up, change Reason for inactivation list of values to the fol3Loving:

* Reservist Called to Active Duty

Exclude Member from reporting.

When used to inactivate Membership, the Emp Exchange status should also inactivate with Reservist Called to Active Duty exit reason.

* Death

Exclude Member from reporting.

When used to inactivate Membership, the Emp Exchange status should also inactivate with Deceased exit reason.

* Institutionalized

Exclude Member from reporting.

When used to inactivate Membership, the Emp Exchange status should also inactivate with Institutionalized exit reason.

* Health-Medical

Exclude Member from reporting.

When used to inactivate Membership, the Emp Exchange status should also inactivate with Health/Medical exit reason.

* Family Care

Exclude Member from reporting.

When used to inactivate Membership, the Emp Exchange status should also inactivate with Family Care exit reason.

* Relocated to Mandated Residential Program

Exclude Member from reporting only when Member is aged 18-21. Do not exclude Member from reporting if outside this age range.

When used to inactivate Membership, the Emp Exchange status should also inactivate with Relocated to a Mandated Residential Program exit rea

* Retirement

Do not exclude Member from reporting.

When used to inactivate Membership, the Emp Exchange status should not inactivate and the seeker is al3Lowed to soft exit Emp Exchange.

* Employed

Does not exclude Member from reporting.

When used to inactivate Membership, the Emp Exchange status should not inactivate and the seeker is al3Lowed to soft exit Emp Exchange.

* Cannot Locate

Do not exclude Member from reporting.

When used to inactivate Membership, the Emp Exchange status should not inactivate and the seeker is al3Lowed to soft exit Emp Exchange.

* Customer Request

Do not exclude Member from reporting.

When used to inactivate Membership, the Emp Exchange status should not inactivate and the seeker is al3Lowed to soft exit Emp Exchange.

* Other Reason

Do not exclude Member from reporting.

When used to inactivate Membership, the Emp Exchange status should not inactivate and the seeker is al3Lowed to soft exit Emp Exchange.

Print Plan:

* Print Plan needs to generate a single plan with information from both tabs of the Initial Services Plan. Re-number activities accordingly.

* Title: Change to Initial Services Plan (remove cohort reference)

* Change "I plan to accomplish the fol3Loving activities during my job search:" to "I plan to accomplish the fol3Loving activities:"

* Change "IowaWORKS" to "IowaWORKS" to conform to communication standards.

* Change "With a Team member, assess outcomes from inventories and profiles, and select a career and a job to start with. (Career Guidance)

Verify my skills and skill levels and use this information to plan for skill development /training activities." to "With a Team member, asse

Verify my skills and skill levels and use this information to plan for skill enhancement/training activities."

* Change "Research and sign up for Skills Workshops/Training (Basic, Entry-level, or Technology Skills or RES Orientation)" to "Research and

All scheduled workshops should display whether entered on the Job Seeking or Skill Enhancement tab.

* If at all possible, Plan should print on a single 8 1/2 x 11 page. If not possible, should al3Low plan to be printed on a single duplexed

Eligibility:

There is currently an edit check in place that requires the seeker be active in Case Management prior to opening the Eligibility module. Cre

1. An active Initial Services Plan exists. To be considered active, the Initial Services Plan needs to contain all of the fol3Loving element

a. Name, Plan Date, Goal and Salary fields,

b. At least 1 countable staff-assisted service is recorded as completed on the Initial Services Plan on or after the Plan Date,

2. A date is entered in the Referred to Intensive/Training Services field on the Skill Enhancement tab.

Senarios:

Conditions: Member is inactive in Case Management, 1 is true, 2 is true

Member is inactive in Case Management, 1 is true, 2 is false

Member is inactive in Case Management, 1 is false, 2 is true

Member is inactive in Case Management, 1 is false, 2 is false

Result: The existing New Case Management Prompt pop-up appears, prompting staff to activate in Case Management.

Conditions: Member is active in Case Management; 1 is true, 2 is true

Result: The Eligibility module opens.

Conditions: Member is active in Case Management; 1 is false, 2 is true

Result: The fol3Loving prompt appears:

Initial Services Plan Prompt

The Initial Services Plan must be completed prior to determining Eligibility.

Conditions: Member is active in Case Management; 1 is true, 2 is false

Result: The fol3Loving prompt appears:

Initial Services Plan Prompt

Must be Referred to Intensive/Training Services in the Initial Services Plan prior to determining Eligibility.

Conditions: Member is active in Case Management; 1 is false, 2 is false

Result: The fol3Loving prompt appears:

Initial Services Plan Prompt

The Initial Services Plan must be completed prior to determining Eligibility.

Employment Plan:

There is currently an edit check in place that requires at least one staff-assisted core service be added to the Employment Plan before addi

Assigned

Gannon, Dave

Nilles, Christine

Targeted Services

DC09 - IT-PRDC-WFS

Workforce Services

1High

IWD-1126

IT has suggested that IWD-696 be separated into multiple requests, so this is request #2 of 2.

The purpose of this JIRA request is that:

1) Determine what participants are included in the Literacy Numeracy measure for better understanding of the measure and for technical assis

2) To Test the Literacy Numeracy reporting function to verify accuracy.

3) To create a report that can be run quarterly and annually from Business Objects or a Crystal report to include aggregate and detail (part

For this service request (#2 of 2): Create report template based on service request IWD-696 (please reference the excerpt from IWD-696 be3Lc

From IWD-696: To identify the participants included in the numerator and the denominator of the Pyl2 3rd Qtr. performance measure. At bare m
Out of school definition/criteria: School status at participation is 4-Not attending, HS Dropout, 5-Not attending, HS Graduate and 3-In Schc

Michaela Malloy Rotert is the contact person for this request. The cost code is FRCP.

In Progress
chandrasekhar.jagarlamudi@iwd.iowa.gov
Anderson, Lindsay
DC09 - IT-PRDC-WFS
Workforce Services
1High
IWD-1125

This request is related to JIRA IWD-378 and IWD-1124. Since IT suggested that IWD-378 be broken into segments, this is part 3 of 3.

The purpose of this JIRA request is that:

- 1) Capture multiple WIA service providers within a region (such as, 3 providers all serving youth within a region)
- 2) Be able to report outcomes for multiple WIA service providers in addition to the existing aggregate totals

For this service request (#3 of 3): A business object "object" would need to be created for the multiple WIA service provider identifier dis

Michaela Malloy Rotert is the contact person for this request. Cost code is FRCP.

In Test
Anderson, Lindsay
Anderson, Lindsay
DC09 - IT-PRDC-WFS
Workforce Services
1High
IWD-1124

This request is related to JIRA IWD-378. Since IT suggested that IWD-378 be broken into segments, this is part 2 of 3.

The purpose of this JIRA request is that:

- 1) Capture multiple WIA service providers within a region (such as, 3 providers all serving youth within a region)
- 2) Be able to report outcomes for multiple WIA service providers in addition to the existing aggregate totals

For this service request (#2 of 3): Reporting data extract for performance outcomes would need to include the aggregate for the region and p

Michaela Malloy Rotert is the contact person for this request. Cost code is FRCP.

In Test
Anderson, Lindsay
Anderson, Lindsay
DC09 - IT-PRDC-WFS
Workforce Services
2Medium
IWD-988

Attached is a revised version of the overlay for form 65-5321 Wage Cross Match form. Would you please let me know if this lines up ok or if

Let me know if you have any questions.

Thanks,
Katie Hommer
Assigned
Willier, Justin
Roovaart, Michelle
Benefits
DC07 - IT-PRDC-UI Benefits
Unemployment Insurance Services
2Medium
IWD-962

This issue is created for Sridhar Gorrepati to research cause of QA system errors. If more than 2 hours is necessary to work on issue, a new

In Progress
Gorrepati, Sridhar
Cummings, Brandie
Tax
DC08 - IT-PRDC-UI Tax
Unemployment Insurance Services
2Medium
IWD-877

See I-support ticket D2JA135A31--advised to submit as JIRA since resolution was not possible within a reasonable period.

Claimant Louis F Lyness 7173 has been submitting weekly continued claims as directed using the VRU for each week since reopening his EUC cla
01/12/2013, 01/19/2013, 01/26/2013, 02/02/2013, 02/09/2013, 02/16/2013 and 02/23/2013. The weekly claims are supposed to update on the mainf

Assigned
Budrevich, Steven
johnfrank.pearce@iwd.iowa.gov
Benefits
DC07 - IT-PRDC-UI Benefits
Unemployment Insurance Services
2Medium
IWD-852

The WIA program may have multiple service providers within their regionand will need an identifier in order to track performance for each pr

A---ICHS
B---Goodwill
C---Learning center

They would fill in the designated letter next to their region in the new box. Then we will need to add this to business objects in order to

Open
Gannon, Dave
Anderson, Lindsay
Targeted Services
DC09 - IT-PRDC-WFS
Workforce Services
2Medium
IWD-838

This was originally submitted as a Helpdesk ticket on 6/11/12.

Ticket Number: C6BG272492

Date/Time Opened: 6/11/2012 3:16:13 PM

Web Claims - auto assignment of claim type

6730 Daniel Obrion
Claim was marked as an "Additional." It should have been marked as "New."

There was an expired claim on DBRO. There was a newer claim on FLAG that was also expired. System should have recognized this as a New claim

Resolution

According to our management, any fix that requires more than a couple of hours should be a JIRA ticket. I don't know if Gannon did anything

CN

In Progress

Nwizu, Hyginus

Borgeson, Jill

Benefits

DC07 - IT-PRDC-UI Benefits

Unemployment Insurance Services

2Medium

IWD-1621

See attached report requirements.

Management report that will give details about open or closed Unclean Registration workf3Lows and al3Low management to track how quickly empl

Open

Thielman, Richard

Cummings, Brandie

Do Not Use

DC08 - IT-PRDC-UI Tax

Do Not Use

2Medium

IWD-1620

Report Name: Liabilities Over 90 Days.

Infoview Area: UITAX_PROD, Management folder

Tester: Dan Halferty

Selection Criteria: Registration Date Range (user can enter date range of registration date) and results should be populated based on that.

Would like a new management report in Infoview--"Liabilities Over 90 Days". The report is similar to the ETA581 query 15B.

Attached is example with real data.

Columns A-D are actually from the 15B query from 3Q2013. I added columns E-H. The "Employer Address" column E should have either a "OOS" or

The "Workf3Low Date" column F reflects the date of the oldest workf3Low issue date of any workf3Low associated with the account--either open

Column G should calculate the number of days between Column B & F and list the number of days. Column H should list the name of the person w

Open

Thielman, Richard

Cummings, Brandie

Do Not Use

DC08 - IT-PRDC-UI Tax

Do Not Use

2Medium

IWD-1617

See attached. Need to transition program files from Xerox to Bank of America. Expected go live date is July 7, 2014.

Open

Thielman, Richard

Roovaart, Michelle

Do Not Use

DC07 - IT-PRDC-UI Benefits

Do Not Use

2Medium

IWD-1616

HCTC expired recently, so the daily Automatic ICON transmissions (which we believe occur everyday at 2pm) may stop immediately. In addition,

NOTE: For the next few months, we will still need the ability to request Manual transmissions of HCTC ICONs. Please let me know if it will b

Thank you

Open

Thielman, Richard

Anderson, Lindsay

Do Not Use

DC09 - IT-PRDC-WFS

Workforce Services

2Medium

IWD-1615

I received the fol3Lowing request from Donna Burkett:

Hi Patrick, I will need a Jira Ticket to have IT extract data files using the TRA/TAA Mgmt database for former Electrolux employees for the

The cost code is LTTT

Thank you.

Open

Callan, Patrick

Stratton, Mary

Do Not Use

DC05 - IT-PRDC-LMI

Do Not Use

2Medium

IWD-1597

I received the fol3Lowing request from Donna Burkett:

Hi Patrick, I will need a Jira Ticket to have IT extract data files using the TRA/TAA Mgmt database for former Electrolux employees for the

The cost code is LTTT

Thank you.

Open

Bengtson, Jim
 Callan, Patrick
 Do Not Use
 DC05 - IT-PRDC-LMI
 Do Not Use
 2Medium
 IWD-1594
 Requirements for FEIN Identity Verification - 5 Use Cases, Activity F3Low relevant IRS Spec Books are attached.

Assigned
 OBrien, Carie
 West, Annette
 Do Not Use
 DC08 - IT-PRDC-UI Tax
 Do Not Use
 2Medium
 IWD-1593
 Requirements for SUTA Dumping Investigation workf3Low in MIUI and reporting
 Assigned
 OBrien, Carie
 West, Annette
 Do Not Use
 DC08 - IT-PRDC-UI Tax
 Do Not Use
 2Medium
 IWD-1586

1. We are requesting a Service Request to be submitted as soon as possible to identify the participants that were included in the numerator
2. The above will need to subsequently be designed as a report template (or Crystal Report) that can be run annually and quarterly by progra
3. we need to be able to run a report template similar to other WIA outcomes to identify who is included in Literacy Numeracy rate on a quar

Assigned
 Gannon, Dave
 Malloy Rotert, Michaela
 Targeted Services
 DC09 - IT-PRDC-WFS
 Workforce Services
 2Medium
 IWD-1582

Counselor Web job orders are currently placed on Hold on day 31, or the day fol3Lowing the close date. For those job orders that reach day 3
 Assigned

Kumba, Radhakrishnan
 Nilles, Christine
 Wagner Peyser/Veterans/ALC
 DC09 - IT-PRDC-WFS
 Workforce Services
 2Medium
 IWD-1569

When submission method is blank, null or 0 in UI QTRLY HDR, UI QTRLY RPT UNIT DTL or UI QTRLY RPT UNIT HDR, this causes problems with recalca
 We need to change submission to PAPER (code = 85) when submission method is blank on the screen.

We need to keep spreadsheets of the account/qtr/yr that we change and date changed.

The 3 tables all have to say the same submission method. The three table have to be consistent.
 We should do this in stages for one year at a time, starting with 2010, then going back at least through 2006.

Wage Lines that have a Transferred_FRM indicator I think need the same submission method as the predecessor wage line, as well.

Assigned
 Gorrepati, Sridhar
 Cummings, Brandie
 Do Not Use
 DC08 - IT-PRDC-UI Tax
 Do Not Use
 2Medium
 IWD-1473

QC receives the fol3Lowing email weekly. QC requests that the output file (txt file is attached) be saved to the CLMDATA QC folders rather t

-----Original Message-----
 From: HYGINUS.NWIZU@IWD.IOWA.GOV [mailto:HYGINUS.NWIZU@IWD.IOWA.GOV]
 Sent: Friday, December 27, 2013 7:42 AM
 To: Nwizu, Hyginus [IWD]; Shenk, Jim [IWD]
 Cc: Van Syoc, Jim [IWD]; Nwizu, Hyginus [IWD]; Hansen, Steven [IWD]
 Subject: BAM DOL VERIFICATION FILE

No message provided for this e-mail - file attachment only.

* ----- 5.60 ----- *
 * E-Mail originated from: *
 * Jobname: JICE030P Job Number: JOB05378 *
 * Userid: BATHCN User Name: NWIZU HYGINUS BATCH *
 * System: CPAC Node: DESJES2 *
 * Date: December 27, 2013 07:41:55 (Friday) *
 * ----- *

In Progress
 Nwizu, Hyginus
 Douglas, Jodi
 Do Not Use
 DC06 - IT-PRDC-UI
 Do Not Use
 2Medium
 IWD-1472

The attached txt file is emailed to QC staff weekly. QC requests the file to be stored in the QC folders on CLMDATA with a unique identifier

-----Original Message-----
 From: HYGINUS.NWIZU@IWD.IOWA.GOV [mailto:HYGINUS.NWIZU@IWD.IOWA.GOV]
 Sent: Friday, December 27, 2013 7:42 AM
 To: Nwizu, Hyginus [IWD]; Shenk, Jim [IWD]

Cc: Van Syoc, Jim [IWD]; Nwizu, Hyginus [IWD]; Hansen, Steven [IWD]
 Subject: BAM EXTRACT FOR NDNH

No message provided for this e-mail - file attachment only.

```
* ----- 5.60 ----- *
* E-Mail originated from: *
* Jobname: JICE030P Job Number: JOB05378 *
* Userid: BATHCN User Name: NWIZU HYGINUS BATCH *
* System: CPAC Node: DESJES2 *
* Date: December 27, 2013 07:41:54 (Friday) *
* ----- *
```

Assigned
 Nwizu, Hyginus
 Douglas, Jodi
 Do Not Use
 DC06 - IT-PRDC-UI
 Do Not Use
 2Medium
 IWD-1471
 QC receives a weekly NDNH Crossmatch report which is auto printed. Instead of auto printing these weekly reports, QC requests an output file
 Assigned
 Nwizu, Hyginus
 Douglas, Jodi
 Do Not Use
 DC06 - IT-PRDC-UI
 Do Not Use
 2Medium
 IWD-1424
 Sum of payments applied to debt on UI QTRLY PAYABLE table should always equal UI RECEIVABLE PAID table. When these two totals for specific d

Need to research and fix, accounts as necessary.

Attachment:

First tab - Is what I started in March 2013.

3rd tab - I took 12/26/2013 query results and compared to old query results and negative credit balance. I think we should start on recent c

4th tab - Query results on 12/26/2013.

In Progress

Lewis, Sheryl

Cummings, Brandie

Do Not Use

DC08 - IT-PRDC-UI Tax

Do Not Use

2Medium

IWD-1422

Michelle Roovaart and Brenda Boten need the ability to add special messages when needed to the web continued claims application as we do the

In Progress

Balcha, Elizabeth

Roovaart, Michelle

Do Not Use

DC07 - IT-PRDC-UI Benefits

Do Not Use

2Medium

IWD-1421

When a PIN is reset using JPIN for the continued claims application (IVR), a temporary PIN is given to the claimant to use when they call in

The web continued claim does not indicate expired PIN and prompt the claimant to set a new PIN resulting in the claimant having to call IWD

In Progress

Balcha, Elizabeth

Roovaart, Michelle

Do Not Use

DC07 - IT-PRDC-UI Benefits

Do Not Use

2Medium

IWD-1389

Modify form template for 65-5324 (Notice of Reimbursable Benefit Charges.

1) On the account number field, remove the dash and check digit from the account number. Add leading zeros to the account number, so the acc

2) Add a note to the bottom that says: Sign into www.MyIowaUI.org to make a secure ePayment. Send paper checks with a payment voucher and wr

In Progress

Budrevich, Steven

Cummings, Brandie

Do Not Use

DC08 - IT-PRDC-UI Tax

Do Not Use

2Medium

IWD-1361

Priority Ranking #6

Currently there is not ability to for internal or external users to upload needed supporting documentation and have it connected to a partic

Assigned

Njoroge, Wambui

Wicks, Heidi

Do Not Use

DC09 - IT-PRDC-WFS

Workforce Services

2Medium

IWD-1357

System currently only has Out of State Verification (OSV) needs letter. We are finding more requests for verification to Voc Rehab especiall

Assigned

Njoroge, Wambui

Wicks, Heidi

Do Not Use

DC09 - IT-PRDC-WFS

Workforce Services

2Medium

IWD-1356

Priority Rank #4

When entering employer information, there needs to be fields to enter email address and/or company website. This system is to reduce the amount of time spent entering this information.
Assigned
Lovan, Mai
Wicks, Heidi
Do Not Use
DC09 - IT-PRDC-WFS
Workforce Services
2Medium
IWD-1355
Priority Rank #3

Efficient data entry is done using minimal movement from keyboard. Pages in the application entry require the data entry operator to stop printing and re-enter data.
Assigned
Lovan, Mai
Wicks, Heidi
Do Not Use
DC09 - IT-PRDC-WFS
Do Not Use
2Medium
IWD-1354
Priority Rank #1

Need to be able to sort by Internal Staff. Currently can only view by "staff entered". It would be helpful and improve efficiency to have staff entered.
Assigned
Thielman, Richard
Wicks, Heidi
Do Not Use
DC09 - IT-PRDC-WFS
Workforce Services
2Medium
IWD-1352
Priority Ranking - #2

Date of Birth does not auto populate on the OSV (Out of State Verification) form. This can cause false information or denials from other states.
In Test
Wicks, Heidi
Wicks, Heidi
Do Not Use
DC09 - IT-PRDC-WFS
Workforce Services
2Medium
IWD-1339

Sekhar has provided Gary Wilson quarterly updates of Workforce Development Center Applicants by EEO-1. For the State of Iowa and IWD Regions. An example of the data can be found at:
<http://iwin.iwd.state.ia.us/pubs/affirmact/regions/qtrtabletable2region06.pdf>

The information has not been updated since 3/31/2012.

I would like the data for 4th quarter 2012 (ending 12-31-2012) for IWD Region 5.

Also, I would like the most current data for the state and the 15 IWD Regions which would be for the 3rd quarter 2013 (ending 9/30/2013)

We would like to receive the information each quarter.

Donna Burkett, Bureau Chief
Labor Force and Occupational Analysis Bureau
Assigned
chandraskhar.jagarlamudi@iwd.iowa.gov
Callan, Patrick
Do Not Use
DC05 - IT-PRDC-LMI
Do Not Use
2Medium
IWD-1331

Effective November 17, 2013 all persons claiming benefits will be required to complete their weekly certification online. Individuals require please take note the new hours to submit your weekly claims effective November 17, 2013 are Sunday through Saturday 6 AM - 8 PM.

Assigned
jerry.jacob@iwd.iowa.gov
Schlumbohm, Spomenka
Do Not Use
DC07 - IT-PRDC-UI Benefits
UI Benefits
2Medium
IWD-1293

The Spanish verbiage on the Internet Weekly Continued Claims Application homepage displaying incorrectly (See attached screen shot) and need to be corrected.
Assigned
jerry.jacob@iwd.iowa.gov
Roovaart, Michelle
Do Not Use
DC07 - IT-PRDC-UI Benefits
Do Not Use
2Medium
IWD-1290

Jason Crowley needs a network connection established with the Department of Education servers in order to conduct analysis for projects related to the Department of Education.
Assigned
Carter, Nick
Callan, Patrick
Do Not Use
DC05 - IT-PRDC-LMI
Do Not Use
2Medium
IWD-1271

Allow backdating up to 10 business days of Notes entered in IWorks using the Notes feature. This should impact Notes for Employer and Notes for Applicant. Attached are screenshots of the form we would like changed.

Assigned
Bateman, Gary
Nilles, Christine
Do Not Use

DC09 - IT-PRDC-WFS
 Workforce Services
 2Medium
 IWD-1265
 If possible please create a weekly report that prints the weekly warrants that were issued. We would like this to print to printer WDDZ11LS.
 In Test
 West, Ryan
 West, Ryan
 Do Not Use
 DC07 - IT-PRDC-UI Benefits
 UI Benefits
 2Medium
 IWD-1252
 Pilot Testing the new 8606 web program from Xerox
 Check on interfacing of files, printing or auto scanning of documents to ERIC
 Downloading of Crossmatch files and tracking in Excel.
 Creating notification ANDS for sent requests
 Assigned
 West, Ryan
 West, Ryan
 IWD Business Management
 DC07 - IT-PRDC-UI Benefits
 UI Benefits
 2Medium
 IWD-1247
 See attached screen shot. When trying to select last employer, the employer account number presented is not lining up with the correct emplc
 Assigned
 Nwizu, Hyginus
 Roovaart, Michelle
 Benefits
 DC07 - IT-PRDC-UI Benefits
 UI
 2Medium
 IWD-1244
 Refresh QA testing environment.
 Notify Brandie Cummings 1-2 days ahead of when this is scheduled.

After refresh, employer email addresses in UI_Address table will need to be removed before bringing QA back up. This now needs to be part of
 Assigned
 Gorrepati, Sridhar
 Cummings, Brandie
 Do Not Use
 DC08 - IT-PRDC-UI Tax
 Do Not Use
 2Medium
 IWD-1234
 In IowaJobs, on the Employer side, we need text instructing employers to enter the full URL, including "http://" when entering a URL in the
 Will include the text for the instructions in comments when received from Denise Schippers.
 In Progress
 Hinkle, Donald
 Nilles, Christine
 Do Not Use
 DC09 - IT-PRDC-WFS
 Workforce Services
 2Medium
 IWD-1203
 Created at the request of Don Hinkle
 Accepted
 Nilles, Christine
 Nilles, Christine
 Wagner Peyser/Veterans/ALC
 DC09 - IT-PRDC-WFS
 Do Not Use
 2Medium
 IWD-1112
 If the system will not al3Low duplicate content type titles to be the exact same this will resolve the "redirect fixes" that were occurring.
 In Progress
 Johnson, Andrew
 Johnson, Brei
 Communications
 DC09 - IT-PRDC-WFS
 Communications
 2Medium
 IWD-1111
 In IWORKS, please remove Exit Reason option of "none of the above" from the list of options on the Exit Snapshot.

Michaela Malloy Rotert is the contact person for this request.

Cost code: FRCP.
 Assigned
 Gannon, Dave
 Anderson, Lindsay
 DC09 - IT-PRDC-WFS
 Workforce Services
 3Low
 IWD-1360
 The "view" selection does not work in the Employer & Consultant section. The only way to view information about the company is to select "ed
 Assigned
 Njoroge, Wambui
 Wicks, Heidi
 Do Not Use
 DC09 - IT-PRDC-WFS
 Do Not Use
 3Low
 IWD-1359
 Cover sheet contains an overview of the case/applicaiton, however it would be beneficial to have the notes printing on this form since the n
 Assigned
 Lovan, Mai
 Wicks, Heidi
 Do Not Use

DC09 - IT-PRDC-WFS
Workforce Services
3Low
IWD-1358
Priority Rank #1

Reduce screen size to fit monitor view. Many fields are hidden from view and are only accessible via a mouse click. Data entry person must s
Pending
Thielman, Richard
Wicks, Heidi
Do Not Use
DC09 - IT-PRDC-WFS
Do Not Use

Message: Iowa Legislature - Daily Legislation and Analysis -- MARCH 20, 2014

Case Information:

Message Type: Exchange
Message Direction: External, Inbound
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:57 PM
Item ID: 40862405
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ Iowa Legislature - Daily Legislation and Analysis -- MARCH 20, 2014

From helpdesk@legis.state.ia.us **Date** Friday, March 21, 2014 9:18 AM
To Wallace, Edward [IWD]
Cc

 **20140320.pdf** (842 Kb HTML)

Attached to this email is an Adobe Acrobat file that contains the bills, amendments, resolutions and study bills filed the previous day.

These files are archived and are available for download here:

<http://coolice.legis.state.ia.us/cool-ice/default.asp?Category=BillInfo&Service=DLA>

You may leave the list at any time by inserting the "SIGNOFF DAILY_LEG_ANALYSIS" (without quotes) into the body of the email message and send to:
LISTSERV@LISTSERV.LEGIS.STATE.IA.US.
Iowa Legislature ==> <http://www.legis.iowa.gov>

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

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Image 2

Senate File 303

H-8137

Amend Senate File 303, as amended, passed, and
reprinted by the Senate, as follows:

1. By striking everything after the enacting clause
and inserting:

<DIVISION I5

RETIREMENT PAY TAX EXEMPTION6

Section 1. Section 422.5, subsection 3, paragraph
a, Code 2014, is amended to read as follows:

a. The tax shall not be imposed on a resident or
nonresident whose net income, as defined in section10

422.7, is thirteen thousand five hundred dollars or11

less in the case of married persons filing jointly12

or filing separately on a combined return, heads of13

household, and surviving spouses or nine thousand14

dollars or less in the case of all other persons;15

but in the event that the payment of tax under this16

division would reduce the net income to less than17

thirteen thousand five hundred dollars or nine thousand18

dollars as applicable, then the tax shall be reduced to19

that amount which would result in allowing the taxpayer²⁰
to retain a net income of thirteen thousand five²¹
hundred dollars or nine thousand dollars as applicable.²²
The preceding sentence does not apply to estates or²³
trusts. For the purpose of this subsection, the entire²⁴
net income, including any part of the net income not²⁵
allocated to Iowa, shall be taken into account. For²⁶
purposes of this subsection, net income includes all²⁷
amounts of pensions or other retirement income, except²⁸
for military retirement pay excluded under section²⁹
422.7, subsection 31A, paragraph "a", or section³⁰
422.7, subsection 31B, paragraph "a", received from any³¹
source which is not taxable under this division as a³²
result of the government pension exclusions in section³³
422.7, or any other state law. If the combined net³⁴
income of a husband and wife exceeds thirteen thousand³⁵
five hundred dollars, neither of them shall receive³⁶
the benefit of this subsection, and it is immaterial³⁷
whether they file a joint return or separate returns.³⁸
However, if a husband and wife file separate returns³⁹
and have a combined net income of thirteen thousand⁴⁰
five hundred dollars or less, neither spouse shall⁴¹

receive the benefit of this paragraph, if one spouse⁴²
 has a net operating loss and elects to carry back or⁴³
 carry forward the loss as provided in section 422.9,⁴⁴
 subsection 3. A person who is claimed as a dependent⁴⁵
 by another person as defined in section 422.12 shall⁴⁶
 not receive the benefit of this subsection if the⁴⁷
 person claiming the dependent has net income exceeding⁴⁸
 thirteen thousand five hundred dollars or nine thousand⁴⁹
 dollars as applicable or the person claiming the⁵⁰

-1-

SF303.3452 (4) 85

mm/sc 1/12

***** *

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 * * * * *
 * * * * *

Image 3

dependent and the person's spouse have combined net¹
 income exceeding thirteen thousand five hundred dollars²
 or nine thousand dollars as applicable.³

Sec. 2. Section 422.5, subsection 3B, paragraph a,⁴

Code 2014, is amended to read as follows:⁵

a. The tax shall not be imposed on a resident or⁶
 nonresident who is at least sixty-five years old on⁷

December 31 of the tax year and whose net income,⁸
as defined in section 422.7, is thirty-two thousand⁹
dollars or less in the case of married persons¹⁰
filing jointly or filing separately on a combined¹¹
return, heads of household, and surviving spouses or¹²
twenty-four thousand dollars or less in the case of all¹³
other persons; but in the event that the payment of¹⁴
tax under this division would reduce the net income to¹⁵
less than thirty-two thousand dollars or twenty-four¹⁶
thousand dollars as applicable, then the tax shall be¹⁷
reduced to that amount which would result in allowing¹⁸
the taxpayer to retain a net income of thirty-two¹⁹
thousand dollars or twenty-four thousand dollars as²⁰
applicable. The preceding sentence does not apply to²¹
estates or trusts. For the purpose of this subsection,²²
the entire net income, including any part of the net²³
income not allocated to Iowa, shall be taken into²⁴
account. For purposes of this subsection, net income²⁵
includes all amounts of pensions or other retirement²⁶
income, except for military retirement pay excluded²⁷
under section 422.7, subsection 31A, paragraph "a",²⁸
or section 422.7, subsection 31B, paragraph "a",²⁹

received from any source which is not taxable under30
this division as a result of the government pension31
exclusions in section 422.7, or any other state law.32
If the combined net income of a husband and wife33
exceeds thirty-two thousand dollars, neither of them34
shall receive the benefit of this subsection, and it35
is immaterial whether they file a joint return or36
separate returns. However, if a husband and wife file37
separate returns and have a combined net income of38
thirty-two thousand dollars or less, neither spouse39
shall receive the benefit of this paragraph, if one40
spouse has a net operating loss and elects to carry41
back or carry forward the loss as provided in section42
422.9, subsection 3. A person who is claimed as a43
dependent by another person as defined in section44
422.12 shall not receive the benefit of this subsection45
if the person claiming the dependent has net income46
exceeding thirty-two thousand dollars or twenty-four47
thousand dollars as applicable or the person claiming48
the dependent and the person's spouse have combined49
net income exceeding thirty-two thousand dollars or50

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subsection is in addition to any exclusion provided¹⁹
under subsection 31.20

Sec. 5. RETROACTIVE APPLICABILITY. This division²¹
of this Act applies retroactively to January 1, 2014,²²
for tax years beginning on or after that date.²³

DIVISION II²⁴

PROPERTY OF ASSOCIATIONS OF WAR VETERANS²⁵

Sec. 6. Section 427.1, subsection 5, Code 2014, is²⁶
amended to read as follows:²⁷

*5. Property of associations of war veterans.*²⁸

a. The property of any organization composed wholly²⁹
of veterans of any war, when such property is, except³⁰
as otherwise provided in this subsection or subsection³¹
14, devoted entirely to its own use and not held for³²
pecuniary profit.³³

b. The operation of bingo games on property of such³⁴
organization shall not adversely affect the exemption³⁵
of that property under this subsection if all proceeds,³⁶
in excess of expenses, are used for the legitimate³⁷
purposes of the organization.³⁸

c. The occasional or irregular lease or rental of³⁹
all or a portion of the property of such organization⁴⁰

of this Act applies retroactively to January 1, 2014,⁶
for assessment years beginning on or after that date.⁷
DIVISION III⁸

LICENSE PLATES⁹

Sec. 10. Section 35A.11, Code 2014, is amended to¹⁰
read as follows:¹¹

35A.11 Veterans license fee fund.¹²

1. A veterans license fee fund is created in the¹³
state treasury under the control of the commission.¹⁴
Notwithstanding section 12C.7, interest or earnings¹⁵
on moneys in the veterans license fee fund shall be¹⁶
credited to the veterans license fee fund. Moneys in¹⁷
the fund are appropriated to the commission to be used¹⁸
to fulfill the responsibilities of the commission.¹⁹

2. The fund created in this section shall include²⁰
the fees credited by the treasurer of state from the²¹
sale annual validation of the following special motor²²
vehicle registration plates:²³

1. Veteran special plates issued pursuant to²⁴
section 321.34, subsection 13, paragraph "d".²⁵

2. *a.* National guard special plates issued²⁶
pursuant to section 321.34, subsection 16.²⁷

3. *b.* Pearl Harbor special plates issued pursuant²⁸

to section 321.34, subsection 17.29

4. *c.* Purple heart special plates issued pursuant30

to section 321.34, subsection 18.31

5. *d.* United States armed forces retired special32

plates issued pursuant to section 321.34, subsection33

19.34

6. *e.* Silver star and bronze star special plates35

issued pursuant to section 321.34, subsection 20.36

7. *f.* Distinguished service cross, navy cross,37

and air force cross special plates issued pursuant to38

section 321.34, subsection 20A.39

8. *g.* Soldier's medal, navy and marine corps40

medal, and airman's medal special plates issued41

pursuant to section 321.34, subsection 20B.42

9. *h.* Combat infantryman badge, combat action43

badge, combat action ribbon, air force combat action44

medal, and combat medical badge plates issued pursuant45

to section 321.34, subsection 20C.46

10. *i.* Gold star special plates issued pursuant to47

section 321.34, subsection 24.48

j. United States veteran special plates issued49

pursuant to section 321.34, subsection 27.50

plates shall be paid monthly to the treasurer of18
state and deposited in the road use tax fund. The19
treasurer of state shall transfer monthly from the20
statutory allocations fund created under section21
321.145, subsection 2, to the veterans license fee fund22
created in section 35A.11 the amount of the special23
fees collected under subsection 12, paragraph "a", in24
the previous month for national guard plates. Special25
registration plates with a national guard processed26
emblem shall be surrendered, as provided in subsection27
12, in exchange for regular registration plates upon28
termination of the owner's membership in the active29
national guard.30

Sec. 12. Section 321.34, subsection 16, Code 2014,31
is amended by adding the following new paragraph:32
NEW PARAGRAPH. *Ob*. Notwithstanding subsection 12,33
paragraph "a", an owner who is approved for special34
registration plates under this subsection shall be35
issued one set of special registration plates with a36
national guard processed emblem at no charge.37

Sec. 13. Section 321.34, subsection 17, paragraph38
a, Code 2014, is amended to read as follows:39

the road use tax fund. The treasurer of state shall⁵
transfer monthly from the statutory allocations fund⁶
created under section 321.145, subsection 2, to the⁷
veterans license fee fund created in section 35A.11 the⁸

amount of the special fees collected under subsection⁹
12, paragraph "a", in the previous month for Pearl¹⁰

Harbor plates.¹¹

Sec. 14. Section 321.34, subsection 17, Code 2014,¹²

is amended by adding the following new paragraph:¹³

NEW PARAGRAPH. *Ob.* Notwithstanding subsection 12,¹⁴

paragraph "a", an owner who is approved for special¹⁵

registration plates under this subsection shall be¹⁶

issued one set of special registration plates with a¹⁷

Pearl Harbor processed emblem at no charge.¹⁸

Sec. 15. Section 321.34, subsection 18, paragraph¹⁹

a, Code 2014, is amended to read as follows:²⁰

a. An owner referred to in subsection 12 who was²¹

awarded a purple heart medal by the United States²²

government for wounds received in military or naval²³

combat against an armed enemy of the United States²⁴

may, upon written application to the department and²⁵

presentation of satisfactory proof of the award of the²⁶

purple heart medal, order special registration plates²⁷

with a purple heart processed emblem. The design of²⁸

the emblem shall include a representation of a purple²⁹
heart medal and ribbon. The application is subject to³⁰
approval by the department in consultation with the³¹
adjutant general. The special plate fees collected by³²
the director under subsection 12, paragraphs paragraph³³
"a" and "c", from the issuance and annual validation³⁴
of letter-number designated purple heart plates, and³⁵
subsection 12, paragraph "c", from the issuance and³⁶
annual validation of personalized purple heart plates³⁷
shall be paid monthly to the treasurer of state and³⁸
deposited in the road use tax fund. The treasurer³⁹
of state shall transfer monthly from the statutory⁴⁰
allocations fund created under section 321.145,⁴¹
subsection 2, to the veterans license fee fund created⁴²
in section 35A.11 the amount of the special fees⁴³
collected under subsection 12, paragraph "a", in the⁴⁴
previous month for purple heart plates.⁴⁵

Sec. 16. Section 321.34, subsection 18, Code 2014,⁴⁶
is amended by adding the following new paragraph:⁴⁷
NEW PARAGRAPH. *Ob.* Notwithstanding subsection 12,⁴⁸
paragraph "a", an owner who is approved for special⁴⁹
registration plates under this subsection shall be⁵⁰

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Image 8

issued one set of special registration plates with a1
purple heart processed emblem at no charge.2
Sec. 17. Section 321.34, subsection 19, paragraph3
a, Code 2014, is amended to read as follows:4

a. An owner referred to in subsection 12 who is a5
retired member of the United States armed forces may,6
upon written application to the department and upon7
presentation of satisfactory proof of membership, order8
special registration plates with a United States armed9
forces retired processed emblem. The emblem shall be10
designed by the department in consultation with service11
organizations. The application is subject to approval12
by the department. For purposes of this subsection,13
a person is considered to be retired if the person is14
recognized by the United States armed forces as retired15
from the United States armed forces. The special plate16
fees collected by the director under subsection 12,17

paragraphs paragraph "a" and "c", from the issuance18
and annual validation of letter-number designated19
armed forces retired plates, and subsection 12,20
paragraph "c", from the issuance and annual validation21
of personalized armed forces retired plates shall be22
paid monthly to the treasurer of state and deposited in23
the road use tax fund. The treasurer of state shall24
transfer monthly from the statutory allocations fund25
created under section 321.145, subsection 2, to the26
veterans license fee fund created in section 35A.11 the27
amount of the special fees collected under subsection28
12, paragraph "a", in the previous month for armed29
forces retired plates.30

Sec. 18. Section 321.34, subsection 19, Code 2014,31
is amended by adding the following new paragraph:32
NEW PARAGRAPH. *Ob*. Notwithstanding subsection 12,33
paragraph "a", an owner who is approved for special34
registration plates under this subsection shall be35
issued one set of special registration plates with an36
armed forces retired processed emblem at no charge.37

Sec. 19. Section 321.34, subsection 20, paragraph38
a, Code 2014, is amended to read as follows:39

a. An owner referred to in subsection 12 who
 was awarded a silver or a bronze star by the United
 States government, may, upon written application to
 the department and presentation of satisfactory proof
 of the award of the silver or bronze
 special registration plates with a silver or bronze
 star processed emblem. The emblem shall be designed
 by the department in consultation with the
 general. The special plate fees collected by the
 director under subsection 12, paragraphs "a"
 and "c", from the issuance and annual validation of

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Image 9

letter-number designated silver star and bronze star
 plates, and subsection 12, paragraph "c", from the
 issuance and annual validation of personalized silver
 star and bronze star plates shall be paid monthly

to the treasurer of state and deposited in the road⁵
use tax fund. The treasurer of state shall transfer⁶
monthly from the statutory allocations fund created⁷
under section 321.145, subsection 2, to the veterans⁸

license fee fund created in section 35A.11 the amount⁹
of the special fees collected under subsection 12,¹⁰

paragraph "a", in the previous month for silver star¹¹
and bronze star plates.¹²

Sec. 20. Section 321.34, subsection 20, Code 2014,¹³

is amended by adding the following new paragraph:¹⁴

NEW PARAGRAPH. *Ob.* Notwithstanding subsection 12,¹⁵

paragraph "a", an owner who is approved for special¹⁶

registration plates under this subsection shall be¹⁷

issued one set of special registration plates with¹⁸

a silver star or bronze star processed emblem at no¹⁹

charge.²⁰

Sec. 21. Section 321.34, subsection 20A, paragraph²¹

a, Code 2014, is amended to read as follows:²²

a. An owner referred to in subsection 12 who was²³

awarded a distinguished service cross, a navy cross,²⁴

or an air force cross by the United States government²⁵

may, upon written application to the department and²⁶

presentation of satisfactory proof of the award, order²⁷

special registration plates with a distinguished²⁸

service cross, navy cross, or air force cross processed²⁹
emblem. The emblem shall be designed by the department³⁰
in consultation with the adjutant general. The special³¹
plate fees collected by the director under subsection³²
12, paragraphs paragraph "a" and "c", from the issuance³³
and annual validation of letter-number designated³⁴
distinguished service cross, navy cross, and air force³⁵
cross plates, and subsection 12, paragraph "c", from³⁶
the issuance and annual validation of personalized³⁷
distinguished service cross, navy cross, and air force³⁸
cross plates shall be paid monthly to the treasurer³⁹
of state and deposited in the road use tax fund. The⁴⁰
treasurer of state shall transfer monthly from the⁴¹
statutory allocations fund created under section⁴²
321.145, subsection 2, to the veterans license fee fund⁴³
created in section 35A.11 the amount of the special⁴⁴
fees collected under subsection 12, paragraph "a", in⁴⁵
the previous month for distinguished service cross,⁴⁶
navy cross, and air force cross plates.⁴⁷

Sec. 22. Section 321.34, subsection 20A, Code 2014,⁴⁸
is amended by adding the following new paragraph:⁴⁹

NEW PARAGRAPH. *Ob.* Notwithstanding subsection 12,⁵⁰

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Image 10

paragraph "a", an owner who is approved for special1
registration plates under this subsection shall be2
issued one set of special registration plates with a3
distinguished service cross, navy cross, or air force4

cross processed emblem at no charge.5

Sec. 23. Section 321.34, subsection 20B, paragraph6
a, Code 2014, is amended to read as follows:7

a. An owner referred to in subsection 12 who was8

awarded a soldier's medal, a navy and marine corps9
medal, or an airman's medal by the United States10

government may, upon written application to the11

department and presentation of satisfactory proof of12

the award, order special registration plates with13

a soldier's medal, navy and marine corps medal, or14

airman's medal processed emblem. The emblem shall be15

designed by the department in consultation with the16

adjutant general. The special plate fees collected by17

the director under subsection 12, paragraphs paragraph18
"a" and "c", from the issuance and annual validation19
of letter-number designated soldier's medal, navy and20
marine corps medal, and airman's medal plates, and21
subsection 12, paragraph "c", from the issuance and22
annual validation of personalized soldier's medal, navy23
and marine corps medal, and airman's medal plates shall24
be paid monthly to the treasurer of state and deposited25
in the road use tax fund. The treasurer of state shall26
transfer monthly from the statutory allocations fund27
created under section 321.145, subsection 2, to the28
veterans license fee fund created in section 35A.11 the29
amount of the special fees collected under subsection30
12, paragraph "a", in the previous month for soldier's31
medal, navy and marine corps medal, and airman's medal32
plates.33

Sec. 24. Section 321.34, subsection 20B, Code 2014,34
is amended by adding the following new paragraph:35
NEW PARAGRAPH. *Ob.* Notwithstanding subsection 12,36
paragraph "a", an owner who is approved for special37
registration plates under this subsection shall be38
issued one set of special registration plates with39

a soldier's medal, navy and marine corps medal, or40
airman's medal processed emblem at no charge.41

Sec. 25. Section 321.34, subsection 20C, paragraph42
b, Code 2014, is amended to read as follows:43

b. An owner referred to in subsection 12 who was44
awarded a combat infantryman badge, combat action45
badge, combat action ribbon, air force combat action46
medal, or combat medical badge by the United States47
government may, upon written application to the48
department and presentation of satisfactory proof of49
the award, order special registration plates with a50

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Image 11

combat infantryman badge, combat action badge, combat1
action ribbon, air force combat action medal, or combat2
medical badge processed emblem. The special plate3
fees collected by the director under subsection 12,4

paragraphs paragraph "a" and "c", from the issuance and annual validation of letter-number designated combat infantryman badge, combat action badge, combat action ribbon, air force combat action medal, and combat

medical badge plates, and subsection 12, paragraph "c", from the issuance and annual validation of

personalized combat infantryman badge, combat action

badge, combat action ribbon, air force combat action

medal, and combat medical badge plates shall be paid

monthly to the treasurer of state and deposited in

the road use tax fund. The treasurer of state shall

transfer monthly from the statutory allocations fund

created under section 321.145, subsection 2, to the

veterans license fee fund created in section 35A.11 the

amount of the special fees collected under subsection

12, paragraph "a", in the previous month for combat

infantryman badge, combat action badge, combat action

ribbon, air force combat action medal, and combat

medical badge plates.

Sec. 26. Section 321.34, subsection 20C, Code 2014,

is amended by adding the following new paragraph:

NEW PARAGRAPH. *0c.* Notwithstanding subsection 12,

paragraph "a", an owner who is approved for special

registration plates under this subsection shall be

issued one set of special registration plates with a²⁹
combat infantryman badge, combat action badge, combat³⁰
action ribbon, air force combat action medal, and³¹
combat medical badge distinguishing processed emblem³²
at no charge.³³

Sec. 27. Section 321.34, subsection 24, Code 2014,³⁴
is amended to read as follows:³⁵

*24. Gold star plates.*³⁶

a. An owner referred to in subsection 12 who is³⁷
the surviving spouse, parent, child, or sibling of³⁸
a deceased member of the United States armed forces³⁹
who died while serving on active duty during a time⁴⁰
of military conflict or who died as a result of such⁴¹
service may order special registration plates bearing⁴²
a gold star emblem upon written application to the⁴³
department accompanied by satisfactory supporting⁴⁴
documentation as determined by the department. The⁴⁵
gold star emblem shall be designed by the department in⁴⁶
cooperation with the commission of veterans affairs.⁴⁷
The special plate fees collected by the director under⁴⁸
subsection 12, paragraphs paragraph "a" and "c", from⁴⁹
the issuance and annual validation of letter-number⁵⁰

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Image 12

designated gold star plates, and subsection 12,1
 paragraph "c", from the issuance and annual validation2
 of personalized gold star plates shall be paid monthly3
 to the treasurer of state and deposited in the road4

use tax fund. The treasurer of state shall transfer5
 monthly from the statutory allocations fund created6
 under section 321.145, subsection 2, to the veterans7
 license fee fund created in section 35A.11 the amount8

of the special fees collected under subsection 12,9
 paragraph "a", in the previous month for gold star10
 plates.11

b. Notwithstanding subsection 12, paragraph "a",12
 an owner who is approved for special registration13
 plates under this subsection shall be issued one set of14
 special registration plates bearing a gold star emblem15
 at no charge.16

Sec. 28. Section 321.34, Code 2014, is amended by17

adding the following new subsection:18

NEW SUBSECTION. 27. *United States veteran plates.*19

a. An owner referred to in subsection 12 who served20
in the armed forces of the United States and was21
discharged under honorable conditions may, upon written22
application to the department and upon presentation of23
satisfactory proof of military service and discharge24
under honorable conditions, order special registration25
plates bearing a distinguishing processed emblem26
depicting the word "veteran" below an image of the27
American flag. The application is subject to approval28
by the department. The special plate fees collected29
by the director under subsection 12, paragraph "a",30
from the annual validation of letter-number designated31
United States veteran plates, and subsection 12,32
paragraph "c", from the issuance and annual validation33
of personalized United States veteran plates, shall be34
paid monthly to the treasurer of state and deposited in35
the road use tax fund. The treasurer of state shall36
transfer monthly from the statutory allocations fund37
created under section 321.145, subsection 2, to the38
veterans license fee fund created in section 35A.11 the39

amount of the special fees collected under subsection40
12, paragraph "a", in the previous month for United41
States veteran plates.42

b. Notwithstanding subsection 12, paragraph "a",43
an owner who is approved for a special registration44
plate under this subsection shall be issued one set of45
special registration plates bearing a distinguishing46
processed emblem depicting the word "veteran" below an47
image of the American flag at no charge.>48

2. Title page, by striking lines 1 through 3 and49
inserting <An Act relating to veterans, military50

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Image 13

service members, and certain survivor beneficiaries and1
including effective date and retroactive applicability2
provisions.>3

3. By renumbering, redesignating, and correcting4

internal references as necessary.5

COMMITTEE ON WAYS AND MEANS

SANDS of Louisa, Chairperson

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Image 14

House File 2422

H-8138

Amend House File 2422 as follows:1

1. By striking everything after the enacting clause2
and inserting:3

<Section 1. Section 144A.7, subsection 1, paragraph4

a, Code 2014, is amended to read as follows:5

a. The attorney in fact designated to make6
treatment decisions for the patient should such person7
be diagnosed as suffering from a terminal condition, if8

the designation is in writing and complies with chapter9
144B or section 633B.1.10

Sec. 2. Section 231E.3, subsection 15, Code 2014,11

is amended to read as follows:12

15. "*Power of attorney*" means a durable power of13
attorney for health care as defined in section 144B.114
or a power of attorney that becomes effective upon the15
disability of the principal as described in section16
633B.1 executed pursuant to chapter 633B.17

Sec. 3. NEW SECTION. **633B.101 Title.**18

This chapter shall be known and may be cited as the19
"Iowa Uniform Power of Attorney Act".20

Sec. 4. NEW SECTION. **633B.102 Definitions.**21

1. "*Agent*" means a person granted authority to act22
for a principal under a power of attorney, whether23
denominated an agent, attorney in fact, or otherwise.24
The term includes an original agent, coagent, successor25
agent, and a person to which an agent's authority is26
delegated.27

2. "*Conservator*" or "*conservatorship*" means a28
conservator appointed or conservatorship established29
pursuant to sections 633.570 and 633.572 or a similar30
provision of the laws of another state.31

3. "*Durable*", with respect to a power of attorney,32
means not terminated by the principal's incapacity.33

4. *Electronic* means relating to technology having³⁴
electrical, digital, magnetic, wireless, optical,³⁵
electromagnetic, or similar capabilities.³⁶

5. *Good faith* means honesty in fact.³⁷

6. *Guardian* or *guardianship* means a guardian³⁸
appointed or a guardianship established pursuant to³⁹
sections 633.556 and 633.560 or a similar provision of⁴⁰
the laws of another state.⁴¹

7. *Incapacity* means the inability of an⁴²
individual to manage property or business affairs⁴³
because the individual is any of the following:⁴⁴

a. An individual whose decision-making capacity⁴⁵
is so impaired that the individual is unable to⁴⁶
make, communicate, or carry out important decisions⁴⁷
concerning the individual’s financial affairs.⁴⁸

b. Missing.⁴⁹

c. Detained, including but not limited to an⁵⁰

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Image 15

individual incarcerated in a penal system.¹
d. Outside the United States and unable to return.²
8. "*Person*" means an individual, corporation,³
business trust, estate, trust, partnership, limited⁴
liability company, association, joint venture, public⁵
corporation, government or governmental subdivision,⁶
agency, or instrumentality, or any other legal or⁷
commercial entity.⁸
9. "*Power of attorney*" means a writing or other⁹
record that grants authority to an agent to act in the¹⁰
place of the principal, whether or not the term "power¹¹
of attorney" is used.¹²
10. "*Presently exercisable general power of*¹³
appointment", with respect to property or a property¹⁴
interest subject to a power of appointment, means¹⁵
power exercisable at the time in question to vest¹⁶
absolute ownership in the principal individually, the¹⁷
principal's estate, the principal's creditors, or the¹⁸
creditors of the principal's estate. The term includes¹⁹
a power of appointment not exercisable until the²⁰
occurrence of a specified event, the satisfaction of an²¹
ascertainable standard, or the passage of a specified²²

period of time only after the occurrence of the²³
specified event, the satisfaction of the ascertainable²⁴
standard, or the passage of the specified period of²⁵
time. The term does not include a power exercisable in²⁶
a fiduciary capacity or only by will.²⁷

11. "*Principal*" means an individual who grants²⁸
authority to an agent in a power of attorney.²⁹

12. "*Property*" means anything that may be the³⁰
subject of ownership, whether real or personal, or³¹
legal or equitable, or any interest or right therein.³²

13. "*Record*" means information that is inscribed on³³
a tangible medium or that is stored in an electronic or³⁴
other medium and is retrievable in perceivable form.³⁵

14. "*Sign*" means, with present intent to³⁶
authenticate or adopt a record, to do any of the³⁷
following:³⁸

a. Execute or adopt a tangible symbol.³⁹

b. Attach to or logically associate with the record⁴⁰
an electronic sound, symbol, or process.⁴¹

15. "*State*" means a state of the United States, the⁴²
District of Columbia, Puerto Rico, the United States⁴³
Virgin Islands, or any territory or insular possession⁴⁴

subject to the jurisdiction of the United States.45

16. "Stocks and bonds" means stocks, bonds, mutual46

funds, and all other types of securities and financial47

instruments, whether held directly, indirectly, or in48

any other manner. The term does not include commodity49

futures contracts and call or put options on stocks or50

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Image 16

stock indexes.1

Sec. 5. NEW SECTION. **633B.103 Applicability.**2

This chapter applies to all powers of attorney3

except for the following:4

1. A power to the extent it is coupled with an5
interest of the agent in the subject of the power,6
including but not limited to a power given to or for7
the benefit of a creditor in connection with a credit8

transaction.9

2. A power to make health care decisions.10

3. A proxy or other delegation to exercise voting11

rights or management rights with respect to an entity.12

4. A power created on a form prescribed by a13

government or governmental subdivision, agency, or14

instrumentality for a governmental purpose.15

Sec. 6. NEW SECTION. **633B.104 Durability of power**16

of attorney.17

A power of attorney created under this chapter18

is durable unless the power of attorney expressly19

provides that it is terminated by the incapacity of the20

principal.21

Sec. 7. NEW SECTION. **633B.105 Execution.**22

A power of attorney must be signed by the principal23

or in the principal's conscious presence by another24

individual, other than any prospective agent, directed25

by the principal to sign the principal's name on26

the power of attorney. A power of attorney must be27

acknowledged before a notary public or other individual28

authorized by law to take acknowledgments. An agent29

named in the power of attorney shall not notarize the30

principal's signature. An acknowledged signature on a31

power of attorney is presumed to be genuine.32

Sec. 8. NEW SECTION. **633B.106 Validity.**33

1. A power of attorney executed in this state on or34
after July 1, 2014, is valid if the execution of the35
power of attorney complies with section 633B.105.36

2. A power of attorney executed in this state37
before July 1, 2014, is valid if the execution of the38
power of attorney complied with the law of this state39
as it existed at the time of execution.40

3. A power of attorney executed other than in this41
state is valid in this state if, when the power of42
attorney was executed, the execution complied with any43
of the following:44

a. The law of the jurisdiction that determines the45
meaning and effect of the power of attorney pursuant46
to section 633B.107.47

b. The requirements for a military power of48
attorney pursuant to 10 U.S.C. §1044b, as amended.49

4. Except as otherwise provided by law, a photocopy50

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or electronically transmitted copy of an original power
of attorney has the same effect as the original.

Sec. 9. NEW SECTION. **633B.107 Meaning and effect.**

The meaning and effect of a power of attorney is

determined by the law of the jurisdiction indicated
in the power of attorney and, in the absence of
an indication of jurisdiction, by the law of the
jurisdiction in which the power of attorney was

executed.

Sec. 10. NEW SECTION. **633B.108 Nomination**

**of conservator or guardian — relation of agent to
court-appointed fiduciary.**

1. Under a power of attorney, a principal may
nominate a conservator of the principal's estate or
guardian of the principal's person for consideration
by the court if proceedings for the principal's
estate or person are begun after the principal
executes the power of attorney. Except for good cause
shown or disqualification, the court shall make its
appointment in accordance with the principal's most
recent nomination. This section does not prohibit an
individual from executing a petition for the voluntary

appointment of a guardian or conservator on a standby²³
basis pursuant to sections 633.560 and 633.591.²⁴

2. If, after a principal executes a power of²⁵
attorney, a court appoints a conservator of the²⁶
principal's estate or other fiduciary charged with²⁷
the management of some or all of the principal's²⁸
property, the power of attorney is suspended unless²⁹
the power of attorney provides otherwise or unless the³⁰
court appointing the conservator decides the power of³¹
attorney should continue. If the power of attorney³²
continues, the agent is accountable to the fiduciary as³³
well as to the principal. The power of attorney shall³⁴
be reinstated upon termination of the conservatorship³⁵
as a result of the principal regaining capacity.³⁶

Sec. 11. NEW SECTION. **633B.109 When power of³⁷
attorney effective.**³⁸

1. A power of attorney is effective when executed³⁹
unless the principal provides in the power of attorney⁴⁰
that it becomes effective at a future date or upon the⁴¹
occurrence of a future event or contingency.⁴²

2. If a power of attorney becomes effective upon⁴³
the occurrence of a future event or contingency, the⁴⁴

principal, in the power of attorney, may authorize one45

or more persons to determine in a writing or other46

record that the event or contingency has occurred.47

3. If a power of attorney becomes effective upon48

the principal's incapacity and the principal has not49

authorized a person to determine whether the principal50

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is incapacitated or the person authorized is unable1
or unwilling to make the determination, the power of2
attorney becomes effective upon a determination in a3
writing or other record by the occurrence of any of the4

following:5

a. A licensed physician or licensed psychologist6
determines that the principal is incapacitated.7

b. A licensed attorney at law, a judge, or an8

appropriate governmental official determines that the9
principal is incapacitated.10

4. A person authorized by the principal in the11

power of attorney to determine that the principal is¹²
incapacitated may act as the principal's personal¹³
representative pursuant to the federal Health Insurance¹⁴
Portability and Accountability Act of 1996, Pub. L. No.¹⁵
104-191, including amendments thereto and regulations¹⁶
promulgated thereunder, to obtain access to the¹⁷
principal's health care information and to communicate¹⁸
with the principal's health care provider.¹⁹

Sec. 12. NEW SECTION. **633B.110 Termination** —²⁰
power of attorney or agent authority.²¹

1. A power of attorney terminates when any of the²²
following occur:²³

a. The principal dies.²⁴

b. The principal becomes incapacitated, if the²⁵
power of attorney is not durable.²⁶

c. The principal revokes the power of attorney.²⁷

d. The power of attorney provides that it²⁸
terminates.²⁹

e. The purpose of the power of attorney is³⁰
accomplished.³¹

f. The principal revokes the agent's authority³²
or the agent dies, becomes incapacitated, or resigns,³³

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4. Termination of a power of attorney or an agent's¹ authority under this section is not effective as to the² agent or another person that, without actual knowledge³ of the termination, acts in good faith under the power⁴

of attorney. An act so performed, unless otherwise⁵ invalid or unenforceable, binds the principal and the⁶ principal's successors in interest.⁷

5. Incapacity of the principal of a power of⁸

attorney that is not durable does not revoke or⁹ terminate the power of attorney as to an agent or¹⁰

other person that, without actual knowledge of the¹¹

incapacity, acts in good faith under the power of¹²

attorney. An act so performed, unless otherwise¹³

invalid or unenforceable, binds the principal and the¹⁴

principal's successors in interest.¹⁵

6. Except as provided in section 633B.103, the¹⁶

execution of a general or plenary power of attorney¹⁷

revokes all general or plenary powers of attorney¹⁸

previously executed in this state by the principal,¹⁹

but does not revoke a power of attorney limited to a²⁰

specific and identifiable action or transaction, which²¹

action or transaction is still capable of performance²²

but has not yet been fully accomplished by the agent.23

Sec. 13. NEW SECTION. **633B.111 Coagents and**24

successor agents.25

1. A principal may designate two or more persons26

to act as coagents. Unless the power of attorney27

otherwise provides, all of the following apply to28

actions of coagents:29

a. A power held by coagents shall be exercised by30

majority action.31

b. If impasse occurs due to the failure to reach32

a majority decision, any agent may petition the court33

to decide the issue, or a majority of the agents may34

consent to an alternative form of dispute resolution.35

c. If one or more agents resigns or becomes unable36

to act, the remaining coagents may act.37

d. If a coagent is unavailable to perform duties38

because of absence, illness, or other temporary39

inability to perform, the remaining agents may exercise40

their authority as if they were the only agents.41

2. A principal may designate one or more successor42

agents to act if an agent resigns, dies, becomes43

incapacitated, is not qualified to serve, or declines44

to serve. A principal may grant authority to designate⁴⁵
one or more successor agents to an agent or other⁴⁶
person designated by name, office, or function. Unless⁴⁷
the power of attorney otherwise provides, a successor⁴⁸
agent:⁴⁹

a. Has the same authority as that granted to the⁵⁰

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original agent.¹

b. Shall not act until all predecessor agents have²
resigned, died, become incapacitated, are no longer³
qualified to serve, or have declined to serve.⁴

3. Except as otherwise provided in the power of⁵
attorney and subsection 4, an agent that does not⁶
participate in or conceal a breach of fiduciary duty⁷
committed by another agent, including a predecessor⁸

agent, is not liable for the actions of the other⁹
agent.¹⁰

4. An agent with actual knowledge of a breach or¹¹

imminent breach of fiduciary duty by another agent¹²
shall notify the principal and, if the principal is¹³
incapacitated, take any action reasonably appropriate¹⁴
in the circumstances to safeguard the principal's best¹⁵
interest. An agent that fails to notify the principal¹⁶
or take action as required by this subsection is liable¹⁷
for the reasonably foreseeable damages that could have¹⁸
been avoided if the agent had notified the principal¹⁹
or taken such action.²⁰

Sec. 14. NEW SECTION. **633B.112 Reimbursement and²¹
compensation of agent.²²**

Unless the power of attorney otherwise provides, an²³
agent who is an individual is entitled to reimbursement²⁴
of expenses reasonably incurred on behalf of the²⁵
principal but not to compensation. If a power of²⁶
attorney does provide for compensation or if the agent²⁷
is a bank or trust company authorized to administer²⁸
trusts in Iowa, the compensation must be reasonable²⁹
under the circumstances.³⁰

Sec. 15. NEW SECTION. **633B.113 Agent's acceptance.³¹**

Except as otherwise provided in the power of³²
attorney, a person accepts appointment as an agent³³

under a power of attorney by exercising authority or³⁴
performing duties as an agent or by any other assertion³⁵
or conduct indicating acceptance.³⁶

Sec. 16. NEW SECTION. **633B.114 Agent's duties.**³⁷

1. Notwithstanding provisions in the power of³⁸
attorney, an agent that has accepted appointment shall³⁹
act in conformity with all of the following:⁴⁰

a. In accordance with the principal's reasonable⁴¹
expectations to the extent actually known by the agent⁴²
and otherwise in the principal's best interest.⁴³

b. In good faith.⁴⁴

c. Only within the scope of authority granted in⁴⁵
the power of attorney.⁴⁶

2. Except as otherwise provided in the power of⁴⁷
attorney, an agent that has accepted appointment shall⁴⁸
do all of the following:⁴⁹

a. Act loyally for the principal's benefit.⁵⁰

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b. Act so as not to create a conflict of interest¹ that impairs the agent's ability to act impartially in² the principal's best interest.³

c. Act with the care, competence, and diligence⁴

ordinarily exercised by agents in similar⁵ circumstances.⁶

d. Keep a record of all receipts, disbursements,⁷ and transactions made on behalf of the principal.⁸

e. Cooperate with a person that has authority to⁹ make health care decisions for the principal to carry¹⁰

out the principal's reasonable expectations to the¹¹

extent actually known by the agent and, otherwise, act¹²

in the principal's best interest.¹³

f. Attempt to preserve the principal's estate¹⁴

plan, to the extent actually known by the agent, if¹⁵

preserving the plan is consistent with the principal's¹⁶

best interest based upon all relevant factors,¹⁷

including all of the following:¹⁸

(1) The value and nature of the principal's¹⁹

property.²⁰

(2) The principal's foreseeable obligations and²¹

need for maintenance.²²

(3) Minimization of the principal's²³

taxes, including income, estate, inheritance,²⁴

generation-skipping transfer, and gift taxes.²⁵

(4) The principal's eligibility for a benefit, a²⁶

program, or assistance under a statute or regulation²⁷

or contract.²⁸

3. An agent that acts in good faith is not liable²⁹

to any beneficiary under the principal's estate plan³⁰

for failure to preserve the plan.³¹

4. An agent that acts with care, competence, and³²

diligence for the best interest of the principal is not³³

liable solely because the agent also benefits from the³⁴

act or has an individual or conflicting interest in³⁵

relation to the property or affairs of the principal.³⁶

5. If an agent is selected by the principal because³⁷

of special skills or expertise possessed by the agent³⁸

or in reliance on the agent's representation that the³⁹

agent has special skills or expertise, the special⁴⁰

skills or expertise shall be considered in determining⁴¹

whether the agent has acted with care, competence, and⁴²

diligence under the circumstances.⁴³

6. Absent a breach of duty to the principal, an⁴⁴

the principal, by the personal representative or a¹²
successor in interest of the principal's estate. If an¹³
agent receives a request to disclose such information,¹⁴
the agent shall comply with the request within thirty¹⁵
days of the request or provide a writing or other¹⁶
record substantiating why additional time is necessary.¹⁷
Such additional time shall not exceed thirty days.¹⁸

Sec. 17. NEW SECTION. **633B.115 Exoneration of¹⁹
agent.²⁰**

A provision in a power of attorney relieving an²¹
agent of liability for breach of duty is binding on the²²
principal and the principal's successors in interest²³
except to the extent the provision does any of the²⁴
following:²⁵

1. Relieves the agent of liability for a breach of²⁶
duty committed dishonestly, with an improper motive, or²⁷
with reckless indifference to the purposes of the power²⁸
of attorney or the best interest of the principal.²⁹
2. Was included in the power of attorney as a³⁰
result of an abuse of a confidential or fiduciary³¹
relationship with the principal.³²

Sec. 18. NEW SECTION. **633B.116 Judicial relief.³³**

1. The following persons may petition a court to
construe a power of attorney or to review an agent's
conduct:

- a. The principal or the agent.
- b. A guardian, conservator, or other fiduciary
acting for the principal.
- c. A person authorized to make health care
decisions for the principal.
- d. The principal's spouse, parent, or descendant or
an individual who would qualify as a presumptive heir
of the principal.
- e. A person named as a beneficiary to receive
any property, benefit, or contractual right upon
the principal's death or as a beneficiary of a trust
created by or for the principal that has a financial
interest in the principal's estate.
- f. A governmental agency having regulatory

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authority to protect the welfare of the principal.¹
g. The principal's caregiver or another person that²
demonstrates sufficient interest in the principal's³
welfare.⁴

h. A person asked to accept the power of attorney.⁵

i. A person designated by the principal in the⁶
power of attorney.⁷

2. Upon motion to dismiss by the principal, the⁸

court shall dismiss a petition filed under this section⁹
unless the court finds that the principal lacks the¹⁰

capacity to revoke the agent's authority or the power¹¹
of attorney.¹²

3. The costs of an action under this section shall¹³

be assessed against the principal or the principal's¹⁴

estate unless the court determines such costs and fees¹⁵

should be assessed against the petitioner or the agent¹⁶

for good cause shown.¹⁷

Sec. 19. NEW SECTION. **633B.117 Agent's liability.**¹⁸

An agent that violates this chapter is liable to the¹⁹

principal or the principal's successors in interest for²⁰

the amount required to do both of the following:²¹

1. Restore the value of the principal's property to²²

what it would have been had the violation not occurred.23

2. Reimburse the principal or the principal's24

successors in interest for attorney fees and costs paid25

on the agent's behalf.26

Sec. 20. NEW SECTION. **633B.118 Agent's resignation**27

— **notice.**28

Unless the power of attorney provides for a29

different method for an agent's resignation, an agent30

may resign by giving notice to the principal and,31

if the principal is incapacitated, to any of the32

following:33

1. The conservator or guardian, if a conservator or34

guardian has been appointed for the principal, and any35

coagent or successor agent.36

2. If there is no conservator, guardian, or coagent37

or successor agent, the agent may give notice to any38

of the following:39

a. The principal's caregiver.40

b. Any other person reasonably believed by the41

agent to have sufficient interest in the principal's42

welfare.43

c. A governmental agency having regulatory44

is exceeding or improperly exercising the agent's¹²
authority may rely upon the power of attorney as if the¹³
power of attorney were genuine, valid, and still in¹⁴
effect, the agent's authority were genuine, valid, and¹⁵
still in effect, and the agent had not exceeded and had¹⁶
not improperly exercised the authority.¹⁷

4. A person that is asked to accept an acknowledged¹⁸
power of attorney may request, and rely upon, all of¹⁹
the following without further investigation:²⁰

a. An agent's certification under penalty of²¹
perjury of any factual matter concerning the principal,²²
agent, or power of attorney in substantially the same²³
form as set out in section 633B.302.²⁴

b. An English translation of the power of attorney²⁵
if the power of attorney contains, in whole or in part,²⁶
language other than English.²⁷

c. An opinion of agent's counsel as to any matter²⁸
of law concerning the power of attorney if the person²⁹
making the request provides the reason for the request³⁰
in a writing or other record.³¹

5. An English translation or an opinion of counsel³²
requested under this section shall be provided at the³³

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633B.119, subsection 4, no later than seven business days after presentation of the power of attorney for acceptance.

b. If a person requests a certification, a

translation, or an opinion of counsel under section 633B.119, subsection 4, the person shall accept the power of attorney no later than five business days after receipt of the certification, translation, or

opinion of counsel.

c. A person shall not require an additional or

different form of power of attorney for authority

granted in the power of attorney presented.

2. A person is not required to accept an

acknowledged power of attorney if any of the following

occur:

a. The person is not otherwise required to engage

in a transaction with the principal in the same

circumstances.

b. Engaging in a transaction with the agent or

the principal in the same circumstances would be

inconsistent with federal law.

c. The person has actual knowledge of the

termination of the agent's authority or of the power of
attorney before exercise of the power.

d. A request for a certification, a translation,
or an opinion of counsel under section 633B.119,
subsection 4, is refused.

e. The person in good faith believes that the
power is not valid or that the agent does not have
authority to perform the act requested, whether
not a certification, a translation, or an opinion of
counsel under section 633B.119, subsection 4, has been
requested or provided.

f. The person makes, or has actual knowledge that
another person has made, a report to the department
of human services stating a good-faith belief that
the principal may be subject to physical or financial
abuse, neglect, exploitation, or abandonment by the
agent or a person acting for or with the agent.

3. A person that refuses to accept an acknowledged
power of attorney in violation of this section is
subject to both of the following:

a. A court order mandating acceptance of the power
of attorney.

b. Liability for damages sustained by the principal⁴⁵
 for reasonable attorney fees and costs incurred in any⁴⁶
 action or proceeding that confirms the validity of⁴⁷
 the power of attorney or mandates acceptance of the⁴⁸
 power of attorney, provided that any such action must⁴⁹
 be brought within one year of the initial request for⁵⁰

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acceptance of the power of attorney.¹
 Sec. 23. NEW SECTION. **633B.121 Principles of law²
 and equity.³**
 Unless displaced by a provision of this chapter, the⁴
 principles of law and equity supplement this chapter.⁵
 Sec. 24. NEW SECTION. **633B.122 Laws applicable to⁶
 financial institutions and entities.⁷**
 This chapter does not supersede any other law⁸
 applicable to financial institutions or other entities,⁹
 and the other law controls if inconsistent with this¹⁰
 chapter.¹¹

Sec. 25. NEW SECTION. **633B.123 Remedies under
other law.**¹³

The remedies under this chapter are not exclusive¹⁴
and do not abrogate any right or remedy under the law¹⁵
of this state other than this chapter.¹⁶

Sec. 26. NEW SECTION. **633B.201 Authority —**¹⁷
specific and general.¹⁸

1. An agent under a power of attorney may do¹⁹
any of the following on behalf of the principal or²⁰
with the principal's property only if the power of²¹
attorney expressly grants the agent the authority²²
and the exercise of the authority is not otherwise²³
prohibited by another agreement or instrument to which²⁴
the authority or property is subject:²⁵

a. Create, amend, revoke, or terminate an inter²⁶
vivos trust.²⁷

b. Make a gift.²⁸

c. Create or change rights of survivorship.²⁹

d. Create or change a beneficiary designation.³⁰

e. Delegate authority granted under the power of³¹
attorney.³²

f. Waive the principal's right to be a beneficiary³³

of a joint and survivor annuity, including but not34
limited to a survivor benefit under a retirement plan.35

g. Exercise fiduciary powers that the principal has36
authority to delegate.37

h. Disclaim property, including but not limited to38
a power of appointment.39

2. Notwithstanding a grant of authority to do an40
act described in subsection 1, unless the power of41
attorney otherwise provides, an agent that is not an42
ancestor, spouse, or descendant of the principal shall43
not exercise authority under a power of attorney to44
create in the agent, or in an individual to whom the45
agent owes a legal obligation of support, an interest46
in the principal's property, whether by gift, right of47
survivorship, beneficiary designation, disclaimer, or48
otherwise.49

3. Subject to subsections 1, 2, 4, and 5, if a50

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power of attorney grants an agent authority to do¹
all acts that a principal could do, the agent has²
the general authority described in sections 633B.20³
through 633B.21⁶.⁴

4. Unless the power of attorney otherwise provides,⁵
a grant of authority to make a gift is subject to⁶
section 633B.21⁷.⁷

5. Subject to subsections 1, 2, and 4, if the⁸

subjects over which authority is granted in a power of⁹
attorney are similar or overlap, the broadest authority¹⁰

controls.¹¹

6. Authority granted in a power of attorney is¹²

exercisable with respect to property that the principal¹³

has when the power of attorney is executed or acquires¹⁴

later, whether or not the property is located in this¹⁵

state and whether or not the authority is exercised or¹⁶

the power of attorney is executed in this state.¹⁷

7. An act performed by an agent pursuant to a¹⁸

power of attorney has the same effect and inures¹⁹

to the benefit of and binds the principal and the²⁰

principal's successors in interest as if the principal²¹

had performed the act.²²

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

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

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

3. A principal may modify authority incorporated
by reference.

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

Except as otherwise provided in the power of
attorney, by executing a power of attorney that
incorporates by reference a subject described in
sections 633B.204 through 633B.217 or that grants
an agent authority to do all acts that a principal

could do pursuant to section 633B.201, subsection 3, a45
principal authorizes the agent, with respect to that46
subject, to do all of the following:47

1. Demand, receive, and obtain by litigation or48
otherwise, money or another thing of value to which the49
principal is, may become, or claims to be entitled, and50

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conserve, invest, disburse, or use anything so received1
or obtained for the purposes intended.2

2. Contract in any manner with any person, on terms3
agreeable to the agent, to accomplish a purpose of a4

transaction and perform, rescind, cancel, terminate,5
reform, restate, release, or modify the contract or6
another contract made by or on behalf of the principal.7

3. Execute, acknowledge, seal, deliver, file,8

or record any instrument or communication the agent9
considers desirable to accomplish a purpose of a10

transaction, including but not limited to creating11

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

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

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

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

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

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

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

mail, electronic transmission, telephone, or other³⁴
means.³⁵

10. Do any lawful act with respect to the subject³⁶
and all property related to the subject.³⁷

Sec. 29. NEW SECTION. **633B.204 Real property.**³⁸

Unless the power of attorney otherwise provides and³⁹
subject to section 633B.201, language in a power of⁴⁰
attorney granting general authority with respect to⁴¹
real property authorizes the agent to do all of the⁴²
following:⁴³

1. Demand, buy, lease, receive, accept as a gift or⁴⁴
as security for an extension of credit, or otherwise⁴⁵
acquire or reject an interest in real property or a⁴⁶
right incident to real property.⁴⁷

2. Sell; exchange; convey with or without⁴⁸
covenants, representations, or warranties; quitclaim;⁴⁹
release; surrender; retain title for security;⁵⁰

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encumber; partition; consent to partitioning; be¹
subject to an easement or covenant; subdivide;²
apply for zoning or other governmental permits; plat³
or consent to platting; develop; grant an option⁴

concerning; lease; sublease; contribute to an entity in⁵
exchange for an interest in that entity; or otherwise⁶
grant or dispose of an interest in real property or a⁷
right incident to real property.⁸

3. Pledge or mortgage an interest in real property⁹
or right incident to real property as security to¹⁰

borrow money or pay, renew, or extend the time of¹¹

payment of a debt of the principal or a debt guaranteed¹²

by the principal.¹³

4. Release, assign, satisfy, or enforce by¹⁴

litigation or otherwise, a mortgage, deed of trust,¹⁵

conditional sale contract, encumbrance, lien, or other¹⁶

claim to real property which exists or is asserted.¹⁷

5. Manage or conserve an interest in real property¹⁸

or a right incident to real property owned or claimed¹⁹

to be owned by the principal, including but not limited²⁰

to by doing all of the following:²¹

a. Insuring against liability or casualty or other²²

loss.23

b. Obtaining or regaining possession of or24

protecting the interest or right by litigation or25

otherwise.26

c. Paying, assessing, compromising, or contesting27

taxes or assessments or applying for and receiving28

refunds in connection with them.29

d. Purchasing supplies, hiring assistance or labor,30

and making repairs or alterations to the real property.31

6. Use, develop, alter, replace, remove, erect,32

or install structures or other improvements upon real33

property in or incident to which the principal has, or34

claims to have, an interest or right.35

7. Participate in a reorganization with respect36

to real property or an entity that owns an interest37

in or a right incident to real property and receive,38

hold, and act with respect to stocks and bonds or39

other property received in a plan of reorganization,40

including by doing any of the following:41

a. By selling or otherwise disposing of the stocks,42

bonds, or other property.43

b. By exercising or selling an option, right of44

conversion, or similar right.⁴⁵

c. By exercising any voting rights in person or by⁴⁶
proxy.⁴⁷

8. Change the form of title of an interest in or⁴⁸
right incident to real property.⁴⁹

9. Dedicate to public use, with or without⁵⁰

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consideration, easements or other real property¹
in which the principal has, or claims to have, an²
interest.³

Sec. 30. NEW SECTION. **633B.205 Tangible personal⁴**

property.⁵

Unless the power of attorney otherwise provides and⁶
subject to section 633B.201, language in a power of⁷
attorney granting general authority with respect to⁸

tangible personal property authorizes the agent to do⁹
all of the following:¹⁰

1. Demand, buy, receive, accept as a gift or as¹¹

security for an extension of credit, or otherwise¹²
acquire or reject ownership or possession of tangible¹³
personal property or an interest in tangible personal¹⁴
property.¹⁵

2. Sell; exchange; convey with or without¹⁶
covenants, representations, or warranties; quitclaim;¹⁷
release; surrender; create a security interest¹⁸
in; grant options concerning; lease; sublease; or,¹⁹
otherwise dispose of tangible personal property or an²⁰
interest in tangible personal property.²¹

3. Grant a security interest in tangible personal²²
property or an interest in tangible personal property²³
as security to borrow money or pay, renew, or extend²⁴
the time of payment of a debt of the principal or a²⁵
debt guaranteed by the principal.²⁶

4. Release, assign, satisfy, or enforce by²⁷
litigation or otherwise, a security interest, lien, or²⁸
other claim on behalf of the principal, with respect to²⁹
tangible personal property or an interest in tangible³⁰
personal property.³¹

5. Manage or conserve tangible personal property or³²
an interest in tangible personal property on behalf of³³

the principal, including by doing all of the following:34

a. Insuring against liability or casualty or other35

loss.36

b. Obtaining or regaining possession of or37

protecting the property or interest, by litigation or38

otherwise.39

c. Paying, assessing, compromising, or contesting40

taxes or assessments or applying for and receiving41

refunds in connection with taxes or assessments.42

d. Moving the property from place to place.43

e. Storing the property for hire or on a gratuitous44

bailment.45

f. Using and making repairs, alterations, or46

improvements to the property.47

6. Change the form of title of an interest in48

tangible personal property.49

Sec. 31. NEW SECTION. **633B.206 Stocks and bonds.**50

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Unless the power of attorney otherwise provides and¹
subject to section 633B.201, language in a power of²
attorney granting general authority with respect to³
stocks and bonds authorizes the agent to do all of the⁴

following:⁵

1. Buy, sell, and exchange stocks and bonds.⁶
2. Establish, continue, modify, or terminate an⁷
account with respect to stocks and bonds.⁸
3. Pledge stocks and bonds as security to borrow,⁹
pay, renew, or extend the time of payment of a debt of¹⁰
the principal.¹¹
4. Receive certificates and other evidence of¹²
ownership with respect to stocks and bonds.¹³
5. Exercise voting rights with respect to stocks¹⁴
and bonds in person or by proxy, enter into voting¹⁵
trusts, and consent to limitations on the right to¹⁶
vote.¹⁷

Sec. 32. NEW SECTION. **633B.207 Commodities and¹⁸
options.**¹⁹

Unless the power of attorney otherwise provides and²⁰
subject to section 633B.201, language in a power of²¹
attorney granting general authority with respect to²²

commodities and options authorizes the agent to do all²³
of the following:²⁴

1. Buy, sell, exchange, assign, settle, and²⁵
exercise commodity futures contracts and call or²⁶
put options on stocks or stock indexes traded on a²⁷
regulated option exchange.²⁸

2. Establish, continue, modify, and terminate²⁹
option accounts.³⁰

Sec. 33. NEW SECTION. **633B.208 Banks and other³¹
financial institutions.**³²

Unless the power of attorney otherwise provides and³³
subject to section 633B.201, language in a power of³⁴
attorney granting general authority with respect to³⁵
banks and other financial institutions authorizes the³⁶
agent to do all of the following:³⁷

1. Continue, modify, and terminate an account or³⁸
other banking arrangement made by or on behalf of the³⁹
principal.⁴⁰

2. Establish, modify, and terminate an account or⁴¹
other banking arrangement with a bank, trust company,⁴²
savings and loan association, credit union, thrift⁴³
company, brokerage firm, or other financial institution⁴⁴

8. Make, assign, draw, endorse, discount,12
guarantee, and negotiate promissory notes, checks,13
drafts, and other negotiable or nonnegotiable paper14
of the principal or payable to the principal or the15
principal's order, transfer money, receive the cash16
or other proceeds of those transactions, and accept a17
draft drawn by a person upon the principal and pay the18
promissory note, check, draft, or other negotiable or19
nonnegotiable paper when due.20

9. Receive for the principal and act upon a sight21
draft, warehouse receipt, or other document of title22
whether tangible or electronic, or any other negotiable23
or nonnegotiable instrument.24

10. Apply for, receive, and use letters of credit,25
credit and debit cards, electronic transaction26
authorizations, and traveler's checks from a financial27
institution and give an indemnity or other agreement in28
connection with letters of credit.29

11. Consent to an extension of the time of payment30
with respect to commercial paper or a financial31
transaction with a financial institution.32

Sec. 34. NEW SECTION. **633B.209 Operation of entity**33

or business.³⁴

Subject to the terms of a document or an agreement³⁵
governing an entity or business or an entity or³⁶
business ownership interest, and subject to section³⁷
633B.201, and unless the power of attorney otherwise³⁸
provides, language in a power of attorney granting³⁹
general authority with respect to operation of an⁴⁰
entity or business authorizes the agent to do all of⁴¹
the following:⁴²

1. Operate, buy, sell, enlarge, reduce, or⁴³
terminate an ownership interest.⁴⁴
2. Perform a duty or discharge a liability and⁴⁵
exercise in person or by proxy a right, power,⁴⁶
privilege, or option that the principal has, may have,⁴⁷
or claims to have.⁴⁸
3. Enforce the terms of an ownership agreement.⁴⁹
4. Initiate, participate in, submit to alternative⁵⁰

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dispute resolution, settle, oppose, or propose or¹
accept a compromise with respect to litigation to²
which the principal is a party because of an ownership³
interest.⁴

5. Exercise in person or by proxy or enforce by⁵
litigation or otherwise, a right, power, privilege,⁶
or option the principal has or claims to have as the⁷
holder of stocks and bonds.⁸

6. Initiate, participate in, submit to alternative⁹
dispute resolution, settle, oppose, or propose or¹⁰
accept a compromise with respect to litigation to which¹¹
the principal is a party concerning stocks and bonds.¹²

7. Do all of the following with respect to an¹³
entity or business owned solely by the principal:¹⁴

a. Continue, modify, renegotiate, extend, and¹⁵
terminate a contract made by or on behalf of the¹⁶
principal with respect to the entity or business before¹⁷
execution of the power of attorney.¹⁸

b. Determine all of the following:¹⁹

(1) The location of the entity or business²⁰
operation.²¹

(2) The nature and extent of the entity or²²

business.23

(3) The methods of manufacturing, selling,24
merchandising, financing, accounting, and advertising25
employed in the operation of the entity or business.26

(4) The amount and types of insurance carried by27
the entity or business.28

(5) The mode of engaging, compensating, and dealing29
with the employees, accountants, attorneys, or other30
advisors of the entity or business.31

c. Change the name or form of organization under32
which the entity or business is operated and enter into33
an ownership agreement with other persons to take over34
all or part of the operation of the entity or business.35

d. Demand and receive money due or claimed by the36
principal or on the principal's behalf in the operation37
of the entity or business and control and disburse the38
money in the operation of the entity or business.39

8. Inject needed capital into an entity or business40
in which the principal has an interest.41

9. Join in a plan of reorganization, consolidation,42
conversion, domestication, or merger of the entity or43
business.44

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

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

1. Continue, pay the premium or make a contribution on, modify, exchange, rescind, release, or terminate a contract procured by or on behalf of the principal which insures or provides an annuity to either the principal or another person whether or not the principal is a beneficiary under the contract.
2. Procure new, different, and additional contracts of insurance and annuities for the principal and the principal's spouse, children, and other dependents, and select the amount, type of insurance or annuity, and mode of payment.
3. Pay the premium or make a contribution on, modify, exchange, rescind, release, or terminate a contract of insurance or annuity procured by the agent.
4. Apply for and receive a loan secured by a

contract of insurance or annuity.34

5. Surrender and receive the cash surrender value35

on a contract of insurance or annuity.36

6. Exercise an election.37

7. Exercise investment powers available under a38

contract of insurance or annuity.39

8. Change the manner of paying premiums on a40

contract of insurance or annuity.41

9. Change or convert the type of insurance or42

annuity with respect to which the principal has or43

claims to have authority described in this section.44

10. Apply for and procure a benefit or assistance45

under a statute, rule, or regulation to guarantee or46

pay premiums of a contract of insurance on the life of47

the principal.48

11. Collect, sell, assign, hypothecate, borrow49

against, or pledge the interest of the principal in a50

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contract of insurance or annuity.1

12. Select the form and timing of the payment of2
proceeds from a contract of insurance or annuity.3

13. Pay, from proceeds or otherwise, compromise4

or contest, and apply for refunds in connection with5
a tax or assessment levied by a taxing authority with6
respect to a contract of insurance or annuity or its7
proceeds or liability accruing by reason of the tax or8

assessment.9

Sec. 36. NEW SECTION. **633B.211 Estates, trusts,10**

and other beneficial interests.11

1. In this section, "*estate, trust, or other*12

beneficial interest" means a trust, probate13

estate, guardianship, conservatorship, escrow, or14

custodianship, or a fund from which the principal is,15

may become, or claims to be, entitled to a share or16

payment.17

2. Unless the power of attorney otherwise provides,18

language in a power of attorney granting general19

authority with respect to estates, trusts, and other20

beneficial interests authorizes the agent to do all of21

the following:22

- a.* Accept, receive, provide a receipt for, sell,²³
assign, pledge, or exchange a share in or payment from²⁴
an estate, trust, or other beneficial interest.²⁵
- b.* Demand or obtain money or another thing of value²⁶
to which the principal is, may become, or claims to²⁷
be, entitled by reason of an estate, trust, or other²⁸
beneficial interest, by litigation or otherwise.²⁹
- c.* Exercise for the benefit of the principal a³⁰
presently exercisable general power of appointment held³¹
by the principal.³²
- d.* Initiate, participate in, submit to alternative³³
dispute resolution, settle, oppose, or propose or³⁴
accept a compromise with respect to litigation to³⁵
ascertain the meaning, validity, or effect of a deed,³⁶
will, declaration of trust, or other instrument or³⁷
transaction affecting the interest of the principal.³⁸
- e.* Initiate, participate in, submit to alternative³⁹
dispute resolution, settle, oppose, or propose or⁴⁰
accept a compromise with respect to litigation to⁴¹
remove, substitute, or surcharge a fiduciary.⁴²
- f.* Conserve, invest, disburse, or use any assets⁴³
received for an authorized purpose.⁴⁴

g. Transfer an interest of the principal in real⁴⁵ property, stocks and bonds, accounts with financial⁴⁶ institutions or securities intermediaries, insurance,⁴⁷ annuities, and other property to the trustee of a⁴⁸ revocable trust created by the principal as settlor.⁴⁹

h. Reject, renounce, disclaim, release, or consent⁵⁰

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to a reduction in or modification of a share in or¹ payment from an estate, trust, or other beneficial² interest.³

Sec. 37. NEW SECTION. **633B.212 Claims and⁴**

litigation.⁵

Unless the power of attorney otherwise provides and⁶ subject to section 633B.201, language in a power of⁷ attorney granting general authority with respect to⁸

claims and litigation authorizes the agent to do all⁹ of the following:¹⁰

1. Assert and maintain before a court or¹¹

administrative agency a claim, claim for relief,¹²
cause of action, counterclaim, offset, recoupment,¹³
or defense, including but not limited to an action¹⁴
to recover property or other thing of value, recover¹⁵
damages sustained by the principal, eliminate or¹⁶
modify tax liability, or seek an injunction, specific¹⁷
performance, or other relief.¹⁸

2. Bring an action to determine adverse claims or¹⁹
intervene or otherwise participate in litigation.²⁰

3. Seek an attachment, garnishment, or other²¹
preliminary, provisional, or intermediate relief and²²
use an available procedure to effect or satisfy a²³
judgment, order, or decree.²⁴

4. Make or accept a tender, offer of judgment, or²⁵
admission of facts, submit a controversy on an agreed²⁶
statement of facts, consent to examination, and bind²⁷
the principal in litigation.²⁸

5. Submit to alternative dispute resolution, or²⁹
settle, propose, or accept a compromise.³⁰

6. Waive the issuance and service of process upon³¹
the principal, accept service of process, appear for³²
the principal, designate persons upon which process³³

directed to the principal may be served, execute and³⁴
file or deliver stipulations on the principal's behalf,³⁵
verify pleadings, seek appellate review, procure and³⁶
give surety and indemnity bonds, contract and pay for³⁷
the preparation and printing of records and briefs,³⁸
receive, execute, and file or deliver a consent,³⁹
waiver, release, confession of judgment, satisfaction⁴⁰
of judgment, notice, agreement, or other instrument in⁴¹
connection with the prosecution, settlement, or defense⁴²
of a claim or litigation.⁴³

7. Act for the principal with respect to bankruptcy⁴⁴
or insolvency, whether voluntary or involuntary,⁴⁵
concerning the principal or some other person, or⁴⁶
with respect to a reorganization, receivership, or⁴⁷
application for the appointment of a receiver or⁴⁸
trustee which affects an interest of the principal in⁴⁹
property or other thing of value.⁵⁰

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

9. Receive money or other thing of value paid in

settlement of or as proceeds of a claim or litigation.

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

1. Unless the power of attorney otherwise provides

and subject to subsection 633B.201, language in a power of attorney granting general authority with respect to

personal and family maintenance authorizes the agent

to do all of the following:

a. Perform the acts necessary to maintain the

customary standard of living of the principal, the

principal's spouse, and the following individuals,

whether living when the power of attorney is executed

or later born:

(1) The principal's minor children.

(2) The principal's adult children who are pursuing

a postsecondary school education and are under the age

of twenty-five.

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

principal's spouse, if the principal had established a²³
pattern of such payments.²⁴

(4) Any other individuals legally entitled to be²⁵
supported by the principal.²⁶

b. Make periodic payments of child support and²⁷
other family maintenance required by a court or²⁸
governmental agency or an agreement to which the²⁹
principal is a party.³⁰

c. Provide living quarters for the individuals³¹
described in paragraph "a" by any of the following:³²

(1) Purchase, lease, or other contract.³³

(2) Paying the operating costs, including but not³⁴
limited to interest, amortization payments, repairs,³⁵
improvements, and taxes, for premises owned by the³⁶
principal or occupied by those individuals.³⁷

d. Provide funds for shelter, clothing, food,³⁸
appropriate education, including postsecondary and³⁹
vocational education, and other current living costs⁴⁰
for the individuals described in paragraph "a" to⁴¹
enable those individuals to maintain their customary⁴²
standard of living.⁴³

e. Pay expenses for necessary health care and⁴⁴

"a" and open new accounts.12

i. Continue payments or contributions incidental13
to the membership or affiliation of the principal in a14
religious institution, club, society, order, or other15
organization.16

2. Authority with respect to personal and family17
maintenance is neither dependent upon, nor limited18
by, authority that an agent may or may not have with19
respect to gifts under this chapter.20

Sec. 39. NEW SECTION. **633B.214 Benefits from21
governmental programs or civil or military service.22**

1. In this section, "*benefits from governmental23
programs or civil or military service*" means any24
benefit, program, or assistance provided under a25
statute, rule, or regulation relating to but not26
limited to social security, Medicare, or Medicaid.27

2. Unless the power of attorney otherwise provides,28
language in a power of attorney granting general29
authority with respect to benefits from governmental30
programs or civil or military service authorizes the31
agent to do all of the following:32

a. Execute vouchers in the name of the principal33

for allowances and reimbursements payable by the United³⁴
 States, a foreign government, or a state or subdivision³⁵
 of a state to the principal, including but not limited³⁶
 to allowances and reimbursements for transportation³⁷
 of the individuals described in section 633B.213,³⁸
 subsection 1, paragraph "a", and for shipment of the³⁹
 household effects of such individuals.⁴⁰

b. Take possession and order the removal and⁴¹
 shipment of property of the principal from a post,⁴²
 warehouse, depot, dock, or other place of storage⁴³
 or safekeeping, either governmental or private, and⁴⁴
 execute and deliver a release, voucher, receipt, bill⁴⁵
 of lading, shipping ticket, certificate, or other⁴⁶
 instrument for that purpose.⁴⁷

c. Enroll in, apply for, select, reject, change,⁴⁸
 amend, or discontinue, on the principal's behalf, a⁴⁹
 benefit or program.⁵⁰

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d. Prepare, file, and maintain a claim of the1
principal for a benefit or assistance, financial or2
otherwise, to which the principal may be entitled under3
a statute, rule, or regulation.4

e. Initiate, participate in, submit to alternative5
dispute resolution, settle, oppose, or propose6
or accept a compromise with respect to litigation7
concerning any benefit or assistance the principal8

may be entitled to receive under a statute, rule, or9
regulation.10

f. Receive the financial proceeds of a claim11

described in paragraph "*d*" and conserve, invest,12

disburse, or use for a lawful purpose anything so13

received.14

Sec. 40. NEW SECTION. **633B.215 Retirement plans.**15

1. In this section, "*retirement plan*" means a plan16

or account created by an employer, the principal, or17

another individual to provide retirement benefits18

or deferred compensation in which the principal is19

a participant, beneficiary, or owner, including but20

not limited to a plan or account under the following21

sections of the Internal Revenue Code:22

- a.* An individual retirement account in accordance with section 408.24
 - b.* A Roth individual retirement account established under section 408A.26
 - c.* A deemed individual retirement account under section 408(q).28
 - d.* An annuity or mutual fund custodial account under section 403(b).30
 - e.* A pension, profit-sharing, stock bonus, or other retirement plan qualified under section 401(a).31
 - f.* An eligible deferred compensation plan under section 457(b).34
 - g.* A nonqualified deferred compensation plan under section 409A.36
2. Unless the power of attorney otherwise provides, language in a power of attorney granting general authority with respect to retirement plans authorizes the agent to do all of the following:
- a.* Select the form and timing of payments under a retirement plan and withdraw benefits from a plan.
 - b.* Make a rollover, including a direct trustee-to-trustee rollover of benefits from one

retirement plan to another.45

c. Establish a retirement plan in the principal's46
name.47

d. Make contributions to a retirement plan.48

e. Exercise investment powers available under a49
retirement plan.50

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f. Borrow from, sell assets to, or purchase assets1
from a retirement plan.2

Sec. 41. NEW SECTION. **633B.216 Taxes.**3

Unless the power of attorney otherwise provides,4

language in a power of attorney granting general5
authority with respect to taxes authorizes the agent6
to do all of the following:7

1. Prepare, sign, and file federal, state, local,8

and foreign income, gift, payroll, property, Federal9
Insurance Contributions Act returns and other tax10

returns, claims for refunds, requests for extension11

of time, petitions regarding tax matters, and any¹²
other tax-related documents, including receipts,¹³
offers, waivers, consents, including but not limited¹⁴
to consents and agreements under section 2032A of the¹⁵
Internal Revenue Code, closing agreements, and any¹⁶
power of attorney required by the Internal Revenue¹⁷
Service or other taxing authority with respect to a tax¹⁸
year upon which the statute of limitations has not run.¹⁹

2. Pay taxes due, collect refunds, post bonds,²⁰
receive confidential information, and contest²¹
deficiencies determined by the Internal Revenue Service²²
or other taxing authority.²³

3. Exercise any election available to the principal²⁴
under federal, state, local, or foreign tax law.²⁵

4. Act for the principal in all tax matters for²⁶
all periods before the Internal Revenue Service or any²⁷
other taxing authority.²⁸

Sec. 42. NEW SECTION. **633B.217 Gifts.**²⁹

1. In this section, a gift "*for the benefit of*" a³⁰
person includes a gift to a trust, an account under³¹
a uniform transfers to minors Act, and a qualified³²
state tuition program exempt from taxation pursuant to³³

section 529 of the Internal Revenue Code.³⁴

2. Unless the power of attorney otherwise provides,³⁵

language in a power of attorney granting general³⁶

authority with respect to gifts authorizes the agent³⁷

only to do all of the following:³⁸

a. Make a gift of any of the principal's property³⁹

outright to, or for the benefit of, a person, including⁴⁰

but not limited to by the exercise of a presently⁴¹

exercisable general power of appointment held by⁴²

the principal, in an amount per donee not to exceed⁴³

the annual dollar limits of the federal gift tax⁴⁴

exclusion under section 2503(b) of the Internal Revenue⁴⁵

Code without regard to whether the federal gift tax⁴⁶

exclusion applies to the gift or if the principal's⁴⁷

spouse agrees to consent to a split gift pursuant to⁴⁸

section 2513 of the Internal Revenue Code in an amount⁴⁹

per donee not to exceed twice the annual federal gift⁵⁰

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tax exclusion limit.¹

b. Consent to the splitting of a gift made by the²
principal's spouse pursuant to section 2513 of the³
Internal Revenue Code in an amount per donee not to⁴

exceed the aggregate annual gift tax exclusions for⁵
both spouses.⁶

3. An agent may make a gift of the principal's⁷
property only as the agent determines is consistent⁸

with the principal's objectives if actually known by⁹
the agent and, if unknown, as the agent determines is¹⁰

consistent with the principal's best interest based on¹¹

all relevant factors, including but not limited to all¹²

of the following:¹³

a. The value and nature of the principal's¹⁴
property.¹⁵

b. The principal's foreseeable obligations and need¹⁶
for maintenance.¹⁷

c. The minimization of taxes, including but¹⁸
not limited to income, estate, inheritance,¹⁹
generation-skipping transfer, and gift taxes.²⁰

d. Eligibility for a benefit, a program, or²¹
assistance under a statute, rule, or regulation.²²

e. The principal's personal history of making or²³
joining in making gifts.²⁴

Sec. 43. NEW SECTION. **633B.301 Power of attorney**²⁵
— form.²⁶

A document substantially in the following form may²⁷
be used to create a statutory power of attorney that²⁸
has the meaning and effect prescribed by this chapter:²⁹

IOWA STATUTORY POWER OF ATTORNEY FORM³⁰

1. POWER OF ATTORNEY³¹

This power of attorney authorizes another person³²
(your agent) to make decisions concerning your property³³
for you (the principal). Your agent will be able to³⁴
make decisions and act with respect to your property³⁵
(including but not limited to your money) whether or³⁶
not you are able to act for yourself. The meaning³⁷
of authority over subjects listed on this form is³⁸
explained in the Iowa Uniform Power of Attorney Act,³⁹
Iowa Code chapter 633B.⁴⁰

This power of attorney does not authorize the agent⁴¹
to make health care decisions for you.⁴²

You should select someone you trust to serve as your⁴³
agent. Unless you specify otherwise, generally the⁴⁴