

**Message: Re: Backlog in Fraud****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:35 PM  
 Item ID: 40860755  
 Policy Action: Not Specified

**Mark History:**

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

**Policies:**

No Policies attached

 **Re: Backlog in Fraud**

**From** Wilkinson, Michael [IWD] **Date** Monday, May 07, 2012 9:23 PM  
**To** Wahlert, Teresa [IWD]  
**Cc**

[I will schedule with lisa.](#)

---

**From:** Wahlert, Teresa [IWD]  
**Sent:** Monday, May 07, 2012 09:21 PM  
**To:** Wilkinson, Michael [IWD]  
**Subject:** Re: Backlog in Fraud

I need to discuss on Wednesday?

Sent from my iPhone

On May 4, 2012, at 11:38 AM, "Wilkinson, Michael [IWD]" <[Michael.Wilkinson@iwd.iowa.gov](mailto:Michael.Wilkinson@iwd.iowa.gov)> wrote:

I apologize for the late response to your question about the two programs Irma discussed with you. Figuring out the fix is a little more difficult.

Alien Verification is a mandatory function of the UI Program. When claimants file they are asked if they are a U.S. citizen. Those that say no, are asked for the b??Ab?? number. What we are supposed to do is data enter each of those into the Systematic Alien Verification for Entitlements (SAVE) data base to determine if we have a good number and names match. We pay 50 cents for each request and VERY seldom get a bad number. Because this is time consuming and does not generate much activity and we are down staff, we chose to discontinue that process until we were more caught up. However if the Fraud unit receives a lead from an outside source or protest from an employer regarding a claimants alien status, everyone one of those are investigated. While we have not entirely stopped this function it is obviously significantly reduced. DOL has not questioned the lack of activity. Regardless, Dave and I have established an alternative method to pick up this activity again on a long-term basis, by utilizing staff in other parts of the Division. We anticipate that we will clean up the backlog and keep up with current activity in 60-75 days.

The other activity Irma referenced is the Social Security cross match. Every day every new claim filed is cross-matched against the records of the Social Security Administration. Elements matched are: given name, sir name, DOB, SSN and gender. Any element that is not a perfect match comes on a daily report. Most common non-matches are with the given name. William who files as Bill, James who files as Jim. Sir name errors are usually spaces or apostrophe, such as Ob??Brien or Mc Cann. The SSA does not recognize symbols or spaces within the names. On average 3 per week come back as b?? non-matchesb?? and those are worked by Dave Eklund. Frequently they end up being a numerical error in the SSN itself, one number off, or a transposition. Bottom line is that this is being monitored by the manager and is another activity that could be passed along to another staff person elsewhere in the division.

The more significant issues are with the backlog of cases in Waterloo and Sioux City where we are missing investigators. When resources become available, Dave and I would look to replace Investigators in those two communities as well as Des Moines.

Michael Wilkinson  
 Division Administrator, Unemployment Insurance Services  
 Iowa Workforce Development  
 1000 E. Grand Ave  
 Des Moines, IA 50319  
 515-281-4986  
[michael.wilkinson@iwd.iowa.gov](mailto:michael.wilkinson@iwd.iowa.gov)

**Message: RE: What to ask for****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: 40862226  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**RE: What to ask for**

**From** West, Ryan [IWD] **Date** Thursday, March 13, 2014 5:00 PM  
**To** Wilkinson, Michael [IWD]  
**Cc**

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

You in?

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

 Description:  
titlegraphic

**From:** Wilkinson, Michael [IWD]  
**Sent:** Thursday, March 13, 2014 4:58 PM  
**To:** Eklund, David [IWD]  
**Cc:** West, Ryan [IWD]; Boten, Brenda [IWD]  
**Subject:** FW: What to ask for

May want to have staff refer all potential OP to Dave.

**From:** Stewart, Brian [IWD]  
**Sent:** Thursday, March 13, 2014 3:23 PM  
**To:** Wilkinson, Michael [IWD]  
**Cc:** Bateman, Gary [IWD]  
**Subject:** RE: What to ask for

Claimant Elizabeth E Ford SS# 4386 . Please see answers below . I've done a KDBU 904 and entered \$574.22 gross wages for BWE 03/08/14 . I hope this helps . Thank You .

**From:** West, Ryan [IWD]  
**Sent:** Thursday, March 13, 2014 12:45 PM  
**To:** Allen, Shannell [IWD]; Anderson, Shantel [IWD]; Andreano, Lori [IWD]; Baccam, Frisco [IWD]; Batten, Gary [IWD]; Beattie, Adam [IWD]; Borgeson, Jill [IWD]; Boten, Brenda [IWD]; Chounlamountry, Pho [IWD]; Close, Kara [IWD]; Cogan, Karen [IWD]; Cozart, Jeanine [IWD]; Croushore, Brianne [IWD]; Dawson, Dianne [IWD]; Densmore, Terryne [IWD]; DeSmidt, James [IWD]; Devine, Roxy [IWD]; Donlin, Michael [IWD]; Dyer, Ray [IWD]; Dykstra, Connie [IWD]; Edmonds, Linda [IWD]; Eklund, David [IWD]; Ellenwood, Kasandra [IWD]; Finck, Christal [IWD]; Garrett, Brent [IWD]; Gaulke-Lilly, Sharon [IWD]; Gifford, Matt [IWD]; Guy, Marlys [IWD]; Hallengren, Jon [IWD]; Hoard, Aaron [IWD]; Holett, Karen [IWD]; Hosier, Michael [IWD]; Irvine, Erin [IWD]; Irvine, Kevan [IWD]; Khounlo, Nhoui [IWD]; Kolontar, Lisa [IWD]; Kooiker, Quentin [IWD]; Landrew, Paul [IWD]; Lewis, Irma [IWD]; Long, Maria [IWD]; Moses, Ryan [IWD]; Nutting, Jenifer [IWD]; Oyibo, Joan [IWD]; Parry, Sharon [IWD]; Peacock, Phillip [IWD]; Prettyman, Laura [IWD]; Ramirez, Rebecca [IWD]; Rieger, Kim [IWD]; Roovaart, Michelle [IWD]; Ruby, Evelyn [IWD]; Saddoris, Michelle [IWD]; Schafer, Cathy [IWD]; Schmalzried, Leslie [IWD]; Seivert, Shanlyn [IWD]; Shepherd, Deborah [IWD]; Spencer, Barbara [IWD]; Starr, Tracy [IWD]; Steen, Christina [IWD]; Stewart, Brian [IWD]; Stielow, Lisa [IWD]; Tavegia, Thomas [IWD]; Schlumbohm, Spomenka [IWD]; Ung, Kham [IWD]; Vo, Vu [IWD]; Vogt, Jennifer [IWD]; Wey, Kevin [IWD]; Wolfe, Kathie [IWD]; Wood, Kirsten [IWD]; Young, Veronica [IWD]; Alden, Carmela [IWD]; Alexander, Marty [IWD]; Brendeland, Deb [IWD]; Buntentbach, Edward [IWD]; Conrath, Mary [IWD]; Dennis, Carla [IWD]; Drake, Denise [IWD]; Dugan, Boyd [IWD]; Gomez, Carmen [IWD]; Greco, Mary [IWD]; Hammond, Simona [IWD]; Harmon, Jeri [IWD]; Koonce, Kerry [IWD]; Kramer, Vicki [IWD]; Milligan, Joy [IWD]; OBrien, Karla [IWD]; Piper, Shari [IWD]; Rodriguez, Maria [IWD]; Shaw, Carmela [IWD]; Summy, Kelly [IWD]; Tate, Sherry [IWD]; Woods, Tamar [IWD]; Woods, Tina [IWD]  
**Subject:** What to ask for

Sorry I meant to have this out earlier.

1. How did they attempt to file? IVR or Web? WEB.
2. Which week were they claiming? Were they attempting to claim more than one week. BWE 03/08/14 .
3. Claimant identifying information. See Above .
4. Time and date they attempted. Mid Morning of 03/09/14 .
5. How did they respond to each question? Normal Answers as in the previous 4 weeks .

5. Exactly what was the message from the IVR or Web? Claimant says it said it successfully went thru .

**Message: MM discussion FYI****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:25 PM  
 Item ID: 40861676  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **MM discussion FYI**

**From** Lewis, Devon [IWD]      **Date** Monday, October 07, 2013 4:38 PM  
**To** Wahlert, Teresa [IWD]  
**Cc**

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

Marlon did call me before 10. He was having difficulty understanding that the employer's complaint was not about his decision but his demeanor in conducting the hearing. He had not listened to the hearing recording as I had asked him to do and said he held the hearing and remembered it. He said as long as the rest was okay that the other should not matter. I told him it did as to professionalism – about how he sounded to the employer per the e-mail I forwarded to him. He said he is too busy to slow down. I told him the entire hearing lasted less than 13 minutes. Etc. The entire conversation was a struggle and seemed to range to the extremes (I'll just vacate the decision. I won't give any employers any more advice. I won't slow down...). I did suggest that he write the tip sheet with the idea of including it at the end of a decision where an employer has expressed some confusion about the issue and he sent one out later this morning. Marlon and I have always gotten along fairly well, and I've had a reasonable degree of respect for him. This and the dug in heels on forced quits (while RS has remained notably and uncharacteristically silent) leave me baffled. I recorded it if you would like to listen to it.

*Devon*

**From:** Lewis, Devon [IWD]  
**Sent:** Monday, October 07, 2013 9:14 AM  
**To:** Mormann, Marlon [IWD]  
**Cc:** Wahlert, Teresa [IWD]  
**Subject:** RE: discussion  
**Importance:** High

I am not asking you to vacate your decision. Please call me when your 9 am hrg is over.

*Devon*

---

**From:** Mormann, Marlon [IWD]  
**Sent:** Monday, October 07, 2013 8:57 AM  
**To:** Lewis, Devon [IWD]  
**Subject:** RE: discussion

You said it was not legitimate so what is there to talk about. Do you want me to vacate the decision?

**Marlon Mormann, Administrative Law Judge**  
**515-265-3512**

---

**From:** Lewis, Devon [IWD]  
**Sent:** Monday, October 07, 2013 8:55 AM  
**To:** Mormann, Marlon [IWD]  
**Cc:** Wahlert, Teresa [IWD]  
**Subject:** RE: discussion

As my Thursday email (copied below) informed you, the Director has asked me to talk to you about the E complaint. There is also a concern about the message you left for the C. If noon does not work for you, I will call you at your home office after my 3 pm hrg is over.

*Devon*

**From:** Lewis, Devon [IWD]  
**Sent:** Thursday, October 03, 2013 5:26 PM  
**To:** Mormann, Marlon [IWD]  
**Subject:** FW: Iowa Code...

Marlon,  
The Director asked me to talk to you about this complaint in the context of professionalism (her word) and how you came across to the E. She was also concerned about telling the C he would be "out" if he did not return your call. Teresa H. and I both listened to the recording and found the E misquoted you and the overall complaint to be unfounded as we thought you were trying to be helpful. I know the decision is in the E's favor. Would you please listen to the hearing recording (also from the E's perspective) and maybe we can figure out how to avoid this misinterpretation of your intent. We've all been here. Then we can figure out a response to the E. Maybe we can help each other with how to explain this new overpayment section to parties. Please let me know when we can talk. Thanks,

*Devon*

**From:** West, Ryan [IWD]  
**Sent:** Thursday, October 03, 2013 11:11 AM  
**To:** Hillary, Teresa [IWD]; Lewis, Devon [IWD]  
**Cc:** Eklund, David [IWD]  
**Subject:** FW: Iowa Code...

Hello,

I am forwarding this on to you. Connie is our "Employer Filed Claim" expert and works with John Deere all the time. You will need to start at the bottom but it appears the employer was not happy with the ALJ in this case.

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

 Description:  
Description:  
titlegraphic

---

**From:** Mormann, Marlon [IWD]  
**Sent:** Monday, October 07, 2013 8:51 AM  
**To:** Lewis, Devon [IWD]  
**Subject:** RE: discussion

Talk about what.

**Marlon Mormann, Administrative Law Judge**  
**515-265-3512**

---

**From:** Lewis, Devon [IWD]  
**Sent:** Monday, October 07, 2013 8:50 AM  
**To:** Mormann, Marlon [IWD]  
**Subject:** discussion

Marlon,

I saw you were talking to Susan after the staff meeting so did not want to interrupt and approach you about talking as the Director has requested. I didn't see you before I left at 5:30 so we need to talk today. Either by phone or in person is fine. What time works best for you? I have hrs at 8, 9, 10, 11, 1 and 3 and a meeting at 2. Want to aim for noon?

Thanks,  
*Devon*

**Message: Fwd: ??? on wages for week of 3-8**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:52 PM  
Item ID: 40862280  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

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 **Fwd: ??? on wages for week of 3-8**

**From** West, Ryan [IWD]      **Date** Sunday, March 16, 2014 11:39 AM  
**To** Eklund, David [IWD]  
**Cc**

---

Sent from my iPhone

Begin forwarded message:

**From:** "Arnold, Kimberly [IWD]" <[Kimberly.Arnold@iwd.iowa.gov](mailto:Kimberly.Arnold@iwd.iowa.gov)>  
**Date:** March 13, 2014 at 4:10:54 PM CDT  
**To:** "West, Ryan [IWD]" <[Ryan.West@iwd.iowa.gov](mailto:Ryan.West@iwd.iowa.gov)>  
**Subject:** ??? on wages for week of 3-8

Hi Ryan,  
How are we handling the people that were to report wages and vacation for last week? Fill out a miss reported wage form or is it a forgiven week? Will they end up with an overpayment?

**Message: FW: MM discussion FYI****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:25 PM  
 Item ID: 40861677  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **FW: MM discussion FYI**

**From** Lewis, Devon [IWD]      **Date** Monday, October 07, 2013 4:38 PM  
**To** Hillary, Teresa [IWD]  
**Cc**

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

fyi

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**From:** Lewis, Devon [IWD]  
**Sent:** Monday, October 07, 2013 4:38 PM  
**To:** Wahlert, Teresa [IWD]  
**Subject:** MM discussion FYI  
**Importance:** High

Marlon did call me before 10. He was having difficulty understanding that the employer's complaint was not about his decision but his demeanor in conducting the hearing. He had not listened to the hearing recording as I had asked him to do and said he held the hearing and remembered it. He said as long as the rest was okay that the other should not matter. I told him it did as to professionalism – about how he sounded to the employer per the e-mail I forwarded to him. He said he is too busy to slow down. I told him the entire hearing lasted less than 13 minutes. Etc. The entire conversation was a struggle and seemed to range to the extremes (I'll just vacate the decision. I won't give any employers any more advice. I won't slow down...). I did suggest that he write the tip sheet with the idea of including it at the end of a decision where an employer has expressed some confusion about the issue and he sent one out later this morning. Marlon and I have always gotten along fairly well, and I've had a reasonable degree of respect for him. This and the dug in heels on forced quits (while RS has remained notably and uncharacteristically silent) leave me baffled. I recorded it if you would like to listen to it.

*Devon*



**From:** Lewis, Devon [IWD]  
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**To:** Mormann, Marlon [IWD]  
**Cc:** Wahlert, Teresa [IWD]  
**Subject:** RE: discussion  
**Importance:** High

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**Marlon Mormann, Administrative Law Judge**  
**515-265-3512**

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**From:** Lewis, Devon [IWD]  
**Sent:** Monday, October 07, 2013 8:55 AM  
**To:** Mormann, Marlon [IWD]  
**Cc:** Wahlert, Teresa [IWD]  
**Subject:** RE: discussion

As my Thursday email (copied below) informed you, the Director has asked me to talk to you about the E complaint. There is also a concern about the message you left for the C. If noon does not work for you, I will call you at your home office after my 3 pm hrg is over.

*Devon*

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**From:** Lewis, Devon [IWD]  
**Sent:** Thursday, October 03, 2013 5:26 PM  
**To:** Mormann, Marlon [IWD]  
**Subject:** FW: Iowa Code...

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parties. Please let me know when we can talk. Thanks,  
*Devon*

**From:** West, Ryan [IWD]  
**Sent:** Thursday, October 03, 2013 11:11 AM  
**To:** Hillary, Teresa [IWD]; Lewis, Devon [IWD]  
**Cc:** Eklund, David [IWD]  
**Subject:** FW: Iowa Code...

Hello,

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

 Description: Description: titlegraphic
--

---

**From:** Mormann, Marlon [IWD]  
**Sent:** Monday, October 07, 2013 8:51 AM  
**To:** Lewis, Devon [IWD]  
**Subject:** RE: discussion

Talk about what.

**Marlon Mormann, Administrative Law Judge**  
**515-265-3512**

---

**From:** Lewis, Devon [IWD]  
**Sent:** Monday, October 07, 2013 8:50 AM  
**To:** Mormann, Marlon [IWD]  
**Subject:** discussion

Marlon,  
I saw you were talking to Susan after the staff meeting so did not want to interrupt and approach you about talking as the Director has requested. I didn't see you before I left at 5:30 so we need to talk today. Either by phone or in person is fine. What time works best for you? I have hrs at 8, 9, 10, 11, 1 and 3 and a meeting at 2. Want to aim for noon?  
Thanks,  
*Devon*



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

**Message: 14IWDUI079.080. NOH for TARA M. TALLMAN**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:45 PM  
Item ID: 40862074  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

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**✉ 14IWDUI079.080. NOH for TARA M. TALLMAN****From** Van Gundy, Meggan [DIA]**Date** Thursday, March  
06, 2014 11:51 AM**To** Benson, Joni [IWD]; Seivert, Shanlyn [IWD];  
Adams, Lori [IWD]; Hartman, David [IWD]**Cc**

---

 [14IWDUI079.080.EGC.pdf](#) (107 Kb HTML)

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Have a great day.

Meggan Van Gundy  
Iowa Department of Inspections & Appeals  
Administrative Hearings Division  
Wallace State Office Building 3rd Floor  
502 East Ninth Street  
Des Moines Iowa 50319-0082

Phone: 515.281.6343

Fax: 515.281.4477

E-Mail: [meggan.vangundy@dia.iowa.gov](mailto:meggan.vangundy@dia.iowa.gov)

“Sometimes you will never know the value of  
something, until it becomes a memory.”  
— Dr. Seuss

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

## Image 1

Iowa Department of Inspections and Appeals  
Division of Administrative Hearings  
Wallace State Office Building  
Des Moines, Iowa 50319

### NOTICE OF TELEPHONE HEARING

APPELLANT: Claimant DOCKET NUMBER: 14IWDUI079-080

CLAIMANT: TARA M. TALLMAN  
PO BOX 43

WELTON IA 52774

EMPLOYER: Not certified by IWD

OTHER INTERESTED PARTY: Iowa Workforce Development  
Reemployment Services Coordinator

Shanlyn Seivert & David Hartman

CODE OF IOWA STATUTE(S): ADMINISTRATIVE RULE(S):  
96.6-2; 96.3-7 871 IAC 24.2(1)E; 24.11; 24.6(6)

DATE AND TIME OF TELEPHONE HEARING: **March 31, 2014 – 9:00 A.M.**

**At the date and time scheduled for hearing, you must do the following:**

- Call 1-866-685-1580

- When prompted, enter the following Conference Code Number: **9512113496**  
(press # after entering the number)
- The system will ask if you are the leader. **YOU ARE NOT -- DO NOT PRESS THE \* KEY**
- The system will ask you to state your first and last name
- You will be put on hold until the judge enters the conference call; stay on the line until the judge enters the call

**Important information about participating in the hearing:**

- You may call in as early as five minutes before your hearing is scheduled to begin (example: if

your hearing is scheduled to begin at 9:00 AM, you may call as early as 8:55 AM).

- The judge will wait five minutes after the time the hearing is scheduled to start to allow all parties to call in.

- **It is your responsibility to call in for the hearing. The judge will not call you. If**

**you do not call using the above instructions, you will not be able to participate in the hearing. If you have technical difficulties connecting at the time of hearing, please call (515) 281-6468.**

**THE FOLLOWING MATTERS HAVE BEEN ASSERTED:**

- Whether the Claimant filed a timely appeal.
- Whether the department correctly determined that the claimant did not establish justifiable cause for failing to participate in reemployment services.
- Whether the Department correctly determined that the Claimant was overpaid unemployment benefits and, if so, whether the overpayment was correctly calculated.

ISSUANCE DATE: March 6, 2014

ADMINISTRATIVE LAW JUDGE: Emily G. Chafa TELEPHONE NUMBER: 515-242-0007

cc: Joni Benson, IWD File



## Image 2

### **NOTICE: READ THESE INSTRUCTIONS FOR TELEPHONE HEARINGS**

***Please follow these instructions carefully. Failure to follow these instructions carefully may be detrimental to your case.***

1. As soon as possible after receiving this notice, you should decide:

- Whether you will be represented by an attorney;
- Whether you wish to have witnesses on your behalf;
- Whether you wish to submit documents for the administrative law judge to consider in making his/her decision.

2. If you wish to have documents or other exhibits considered by the administrative law judge in the hearing, you must do the following:

- Mail or fax the documents or other exhibits **to the administrative law judge** at the following location **within 5 days of the hearing**:

Iowa Department of Inspections and Appeals

Division of Administrative Hearings

Wallace State Office Building

502 E. 9th Street, 3rd floor

Des Moines, IA 50319

Fax: (515) 281-4477

- Mail or fax the documents or other exhibits **to all parties to the case within 5 days of**

**the hearing.**

- The documents must be received by the administrative law judge and by the other parties

to the case **prior to** the hearing.

- Please mark any materials you submit with your full name and the docket number of your case. The docket number is found on the reverse side of this notice on the top right-hand

side of the paper.

3. If you wish to have any witnesses (other than yourself) present testimony at the hearing, you must do the following:

- Make sure your witnesses will be available at the date and time of hearing.
- Provide the name and telephone number of each witness to the administrative law judge.

You may do this by mail or fax, or you may do so at the start of the hearing.

- Make sure that your witnesses understand that they must be available by telephone at the

date and time of the hearing. **If your witnesses are not available at the time of the hearing, they will not be able to testify.**

4. If you will be represented by an attorney or other authorized representative, make sure that your representative also calls in for the hearing using the telephone number and code on the front of this notice.

5. If you would like to request an in-person hearing rather than a telephone hearing, please make this request in writing as soon as possible. It is important to make this request as soon as possible so that a decision can be made on this request prior to the hearing. You may send your request to the address or fax number listed above in instruction number 2.

**Message: Decision for Debora A. Martin 14IWDUI037**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:55 PM  
Item ID: 40862357  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

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 **Decision for Debora A. Martin 14IWDUI037**

**From** Van Gundy, Meggan [DIA] **Date** Wednesday, March 19, 2014  
12:06 PM  
**To** Benson, Joni [IWD]; Eklund, David  
[IWD]  
**Cc**

---

 [14IWDUI037\(6\).pdf](#) (84 Kb HTML)

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Have a wonderful day.

Meggan Van Gundy  
Iowa Department of Inspections & Appeals  
Administrative Hearings Division  
Wallace State Office Building 3rd Floor  
502 East Ninth Street  
Des Moines Iowa 50319-0082

Phone: 515.281.6343

Fax: 515.281.4477

E-Mail: [meggan.vangundy@dia.iowa.gov](mailto:meggan.vangundy@dia.iowa.gov)

“Sometimes you will never know the value of  
something, until it becomes a memory.”  
— Dr. Seuss

\*NOTICE\* This e-mail message (including any file attachments transmitted with it) is for the sole use of the intended recipient(s) and may contain confidential and legally privileged information. Any unauthorized use or disclosure of this e-mail by an unintended recipient is prohibited. If you have received this e-mail in error please notify the sender by return e-mail and destroy all copies of the original message. No representation is made that this e-mail or any attachments are free of viruses. Virus scanning is recommended and is the responsibility of the recipient.

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

## Image 1

IOWA DEPARTMENT OF INSPECTIONS AND APPEALS  
Division of Administrative Hearings  
Wallace State Office Building  
Des Moines, Iowa 50319

DECISION OF THE ADMINISTRATIVE LAW JUDGE

**DEBORA A. MARTIN**  
3121 TT AVENUE  
PARNELL, IA 52325

**IOWA WORKFORCE DEVELOPMENT  
INVESTIGATIONS AND RECOVERY  
430 E GRAND  
DES MOINES IA 50309**

DAVE EKLUND, IWD

JONI BENSON, IWD

**Appeal Number: 14IWDUI037**  
**OC: 08/26/12**  
**Claimant: Appellant (6)**

**This Decision Shall Become Final**, unless within fifteen (15) days from the date below, you or any interested party appeal to the Employment Appeal Board by submitting either a signed letter or a signed Notice of Appeal, directly to the ***Employment Appeal Board, 4***

***TH Floor Lucas Building, Des Moines,***

**Iowa 50319.**

The appeal period will be extended to the next business day if the last day to appeal falls on a weekend or a legal holiday.

## STATE CLEARLY

1. The name, address and social security number of the claimant.
2. A reference to the decision from which the appeal is taken.
3. That an appeal from such decision is being made and

such appeal is signed.

4. The grounds upon which such appeal is based.

YOU MAY REPRESENT yourself in this appeal or you may obtain a lawyer or other interested party to do so provided there is no expense to the department. If you wish to be represented by a lawyer, you may obtain the services of either a private attorney or one whose services are paid for with public funds. It is important that you file your claim as directed, while this appeal is pending, to protect your continuing right to benefits.

(Administrative Law Judge)

March 19, 2014

(Decision Dated & Mailed)

871—Iowa Administrative Code 26.14(6) -- Default by Claimant

**STATEMENT OF THE CASE**

By decision dated November 18, 2013 (reference 05), the Iowa Workforce Development (“IWD”) informed the Claimant, Debora Martin (Ms. Martin) that IWD determined that she was overpaid \$822 between November 18, 2012 and December 1, 2012 for failing to report wages earned with Regency Rehab and Skilled Nursing. Ms. Martin filed an appeal dated January 10, 2014 that was received by IWD on January 13, 2014.

The case was transmitted from IWD to the Department of Inspections and Appeals

on  
January 17, 2014 to schedule a contested case hearing. A Notice of Telephone Hearing was mailed to all parties setting a hearing date of March 19, 2014 at 8:00 a.m. The Notice sent to Ms. Martin was not returned as undeliverable by the U.S. Postal Service.  
Ms. Martin failed to participate in the hearing. Dave Eklund appeared for IWD.

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## **Image 2**

Docket No. 14IWDUI037  
Page 2

Administrative notice was taken of documents in the files.

## **ISSUES**

Three issues were asserted by IWD on appeal: 1) whether the Claimant submitted a timely appeal from the November 18, 2013 decision; 2) whether IWD correctly determined that the Claimant was overpaid unemployment benefits, and if so, whether the amount of overpayment was correctly calculated; and 3) whether IWD correctly determined the overpayment was a result of misrepresentation.

## **FINDINGS OF FACT**

On May 16, 2013, IWD mailed a preliminary audit notice to Ms. Martin, who had been receiving unemployment benefits pursuant to a claim she filed on August 26, 2012. The audit notice informed Ms. Martin of a potential overpayment of unemployment benefits in the amount of \$822 because Ms. Martin allegedly failed to report wages paid to her by Regency Rehab and Skilled Nursing for employment from November 18, 2012 to December 1, 2012. On November 18, 2013 IWD sent a decision to Ms. Martin informing her that she was deemed overpaid \$822 for the two weeks from November 18 to December 1, 2012.

**REASONING AND CONCLUSIONS OF LAW**

IWD administrative rule 871—IAC 26.14(6) states in part, “If the appealing party fails to appear, the presiding officer may decide the party is in default and dismiss the appeal.”

This administrative tribunal finds that Ms. Martin is in default. Her appeal is dismissed.

**DECISION**

For the foregoing reasons, the appeal filed by Debora Martin is dismissed, reinstating IWD’s decision dated November 18, 2013. IWD shall take any action necessary to implement this decision.

cjg

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**Message: Re: 04876.ET & 05187.ET****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:16 PM  
 Item ID: 40861517  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ Re: 04876.ET & 05187.ET**

**From** Lewis, Devon [IWD] **Date** Friday, August 30, 2013 10:30 PM  
**To** Wise, Steve [IWD]  
**Cc** Hillary, Teresa [IWD]; Benson, Joni [IWD]; Nwizu, Hyginus [IWD]

Plus, whomever gets 'credit' for the case also gets the time lapse counted against them.

Dévon

On Aug 30, 2013, at 4:26 PM, "Wise, Steve [IWD]" <[Steven.Wise@iwd.iowa.gov](mailto:Steven.Wise@iwd.iowa.gov)> wrote:

<image001.gif>

I agree that as long as we're able to track the cases, it doesn't matter "who gets credit for the case." I'd assumed it was possible to change the ALJ after the date of the hearing and that had already been done for some of Julie's cases already, which was why asked. Good to know for the future.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Friday, August 30, 2013 4:17 PM  
**To:** Nwizu, Hyginus [IWD]; Benson, Joni [IWD]; Wise, Steve [IWD]; Lewis, Devon [IWD]  
**Cc:** Budrevich, Steven [IWD]; Thielman, Richard [IWD]  
**Subject:** RE: 04876.ET & 05187.ET

I would say that we should table this right now, and just have the alj changed on aplg, that way the old case list will print correctly. No alj will ever be punished for taking another aljs hearing. We will catch up soon, and this will become a moot problem. Let's focus on other more important IT project now, like the hearing notice issues. I think we should focus our IT efforts on setting up the e-mail address for appeals and exhibits as

well as our pending JIRA request.

Thanks for all the hard work on this issue Chuks, I appreciate it.

## **Teresa K. Hillary**

Iowa Workforce Development  
1000 E Grand Avenue  
Des Moines IA 50319

Phone: 515.725.2683

FAX: 515.242.5144

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**From:** Nwizu, Hyginus [IWD]  
**Sent:** Friday, August 30, 2013 4:11 PM  
**To:** Benson, Joni [IWD]; Hillary, Teresa [IWD]; Wise, Steve [IWD]; Lewis, Devon [IWD]  
**Cc:** Budrevich, Steven [IWD]; Thielman, Richard [IWD]  
**Subject:** RE: 04876.ET & 05187.ET

The decision to be made is whether to change the program to override the original ALJ, hearing date, time, etc, with the one on postponement record. Do you have any need to look back at the old record with the original ALJ?

---

**From:** Benson, Joni [IWD]  
**Sent:** Friday, August 30, 2013 2:57 PM  
**To:** Hillary, Teresa [IWD]; Wise, Steve [IWD]; Lewis, Devon [IWD]  
**Cc:** Nwizu, Hyginus [IWD]  
**Subject:** RE: 04876.ET & 05187.ET

It gets changed on APLG, but does not reflect on APLF ... My current question is who gets credit for the hearing (on the report count) for the hearing? The ALJ on APLF or the ALJ on APLG?

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Friday, August 30, 2013 2:31 PM  
**To:** Benson, Joni [IWD]; Wise, Steve [IWD]; Lewis, Devon [IWD]  
**Cc:** Nwizu, Hyginus [IWD]  
**Subject:** RE: 04876.ET & 05187.ET

Can't we change the alj when the decn is entered on aplg?

---

**From:** Benson, Joni [IWD]  
**Sent:** Friday, August 30, 2013 2:19 PM  
**To:** Hillary, Teresa [IWD]; Wise, Steve [IWD]; Lewis, Devon [IWD]  
**Cc:** Nwizu, Hyginus [IWD]  
**Subject:** FW: 04876.ET & 05187.ET

OK. This is something that was previously taken to Joe and no action was taken. It is in regards to the situation we have now where other ALJs have taken over cases for another ALJ ... hearing date has passed, cannot change ALJs. If you read the emails it will give you a better idea of where we are in this process.

Two things to note –

- <!--[if !supportLists]-->1. <!--[endif]-->Cost involved when making the changes
- <!--[if !supportLists]-->2. <!--[endif]-->Information will be lost

Steve, Teresa, and Devon – let me know about this next week so I can get back to Chuks.

-Joni

---

**From:** Nwizu, Hyginus [IWD]  
**Sent:** Friday, August 30, 2013 1:56 PM  
**To:** Benson, Joni [IWD]  
**Subject:** RE: 04876.ET & 05187.ET

Here is the chain of events...

**From:** Nwizu, Hyginus [IWD]  
**Sent:** Tuesday, April 30, 2013 9:23 AM  
**To:** Benson, Joni [IWD]  
**Subject:** RE: You Have A New Ticket Routed To You Number: D4V8546354

It will overlay the old date, time, ALJ, etc. You won't be able to look back at the old hearing information if you need to.

**From:** Benson, Joni [IWD]  
**Sent:** Tuesday, April 30, 2013 9:20 AM  
**To:** Nwizu, Hyginus [IWD]  
**Subject:** RE: You Have A New Ticket Routed To You Number: D4V8546354

I'm starting to remember, if we have you do this, is there an associated cost to that?

**From:** Nwizu, Hyginus [IWD]  
**Sent:** Tuesday, April 30, 2013 9:15 AM  
**To:** Benson, Joni [IWD]  
**Subject:** RE: You Have A New Ticket Routed To You Number: D4V8546354

Remember I have looked at this and you did not tell me what you wanted to do. You said you were going to talk to Joe Walsh about it. When an appeal is postponed, APLF shows the ALJ assigned to the case not the re-assigned ALJ. Do you want this to have re-assigned ALJ including the new date and time just like APLT does?

**From:** Benson, Joni [IWD]  
**Sent:** Tuesday, April 30, 2013 9:13 AM  
**To:** Nwizu, Hyginus [IWD]

**Subject:** RE: You Have A New Ticket Routed To You Number: D4V8546354

**APLF**

**HEARING 03/15/13 08:00 AM ALJ S2 MAILED LOC 77 DES MOINES**

**APLT APPEAL CASE PHONE NUMBERS 07:43:29 04/30/2013**

**APPEAL#: 13 A UI 01960 SSN: [REDACTED]**

**HEARING: 04/30/2013 08:30 AM ALJ: S**

**From:** Nwizu, Hyginus [IWD]

**Sent:** Tuesday, April 30, 2013 9:01 AM

**To:** Benson, Joni [IWD]

**Subject:** RE: You Have A New Ticket Routed To You Number: D4V8546354

What doesn't match? Can you be more specific?

**From:** [helpdesk@iwd.iowa.gov](mailto:helpdesk@iwd.iowa.gov) [<mailto:helpdesk@iwd.iowa.gov>]

**Sent:** Tuesday, April 30, 2013 7:52 AM

**To:** Nwizu, Hyginus [IWD]

**Subject:** You Have A New Ticket Routed To You Number: D4V8546354

**You Have A New Ticket Routed To You.**

Joni Benson

[Joni.Benson@iwd.iowa.gov](mailto:Joni.Benson@iwd.iowa.gov)

(515) 281-8484

Please forward this to Chuks:

The information on APLT and APLF do not match up. The information on APLT is the correct information.

APLF 478174140 LOW APPEAL CASE INFORMATION

13 A UI 01960 OC 01/06/13 REF 01 FILED 02/18/13 ENTRY 02/20/13 APLNT CLMNT

LAWS 96.5-2-A

96.5-1

COMMENTS

03 04

CLM THOMPSON, JAMES, E           EMP       EVANGELICAL RETIREMENT HOMES INC

1220 EAST 35TH STREET

CINDY MINGO

DES MOINES IA

7485 OFFICE RIDGE CIR

EDEN PRAIRIE MN

50317-0000

55344-0000

DISP - ACTIVE

CLAIM TYPE - INTRA

HEARING 03/15/13 08:00 AM ALJ S2 MAILED       LOC 77 DES MOINES

POSTPONEMENT GIVEN BY S2 03/16/13 REQ BY EMPLR MAILED 03/18/13

APLT                   APPEAL CASE PHONE NUMBERS   07:43:29   04/30/2013

APPEAL#: 13 A UI 01960   SSN: ██████████

HEARING: 04/30/2013 08:30 AM   ALJ: S

CLAIMANT - SCREEN 1:

THOMPSON, JAMES, E           278       515 240 3314

EMPLOYER - SCREEN 1:

"EVANGELICAL RETIREMENT H           000 000 0000

1. JEAN DOSS                   278       515 299 1700

2. TIM RAINS                   278       515 299 1700

3. SHELLY BERRYHILL 278 515 299 1700

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**From:** Benson, Joni [IWD]  
**Sent:** Friday, August 30, 2013 1:40 PM  
**To:** Nwizu, Hyginus [IWD]  
**Cc:** Benson, Joni [IWD]  
**Subject:** FW: 04876.ET & 05187.ET

Chuks – I sent this to the HelpDesk and never received an answer. Can you help?

---

**From:** Benson, Joni [IWD]  
**Sent:** Friday, August 30, 2013 1:39 PM  
**To:** Wise, Steve [IWD]  
**Cc:** Ackerman, Susan [IWD]; Scheetz, Beth [IWD]; Hillary, Teresa [IWD]  
**Subject:** 04876.ET & 05187.ET

Here is what is going on with the hearings each of you have done for Julie.

Since the hearing is past the date ... I cannot go in and change the ALJ. That can only be done if the hearings is postponed and rescheduled ... but we do not want notices to go out (we cannot pull notices anymore since the mail goes out through DAS).

I have asked Chuks if the ALJ (you) that is listed when we enter it into APLG gets credit for the hearing. If not, I will ask Chuks to go in and change those individually. I will let you know what he finds out.

Thank you,

-Joni

**Message: RE: reports**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:31:36 PM  
Item ID: 40860758  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: reports**

**From** Lewis, Irma [IWD]                      **Date** Wednesday, May 09, 2012 3:12 PM  
**To** Wahlert, Teresa [IWD]  
**Cc**

---

I have two questions; well maybe three; who is the operations manager that is doing the social security report, Mr. Eklund:: I guess I should know who the operations manager is and do not;

Also, who is doing the alien report; please; The documents have been coming to our office and obviously should be sent to whomever is doing the report as the people in the field have been sending them to our office for quite some time and nobody told us to forward them elsewhere. Some of these people have proof of their green cards and these should be forwarded to that person

Third: I guess this means no bodies??? thanks

*Irma*

---

**From:** Wahlert, Teresa [IWD]  
**Sent:** Wednesday, May 09, 2012 2:58 PM  
**To:** Lewis, Irma [IWD]  
**Subject:** reports

Hello Irma,

I have reviewed the status of the Social Security Administrative report that we discussed the other day. The operations manager has the task of completing this report, personally. You do not need to be concerned about the issues of nobody working on it. It is just being done in a different functional area than where you work. We are around 90days in arrears in the processing of the information.

Regarding the Alien registration cross match report, we have a requirement to file this report with DOL every quarter and we have done so and are current. Again, please don't worry about this report being filed and IWD being current with DOL because we are. The responsibility of getting this work unit done has moved outside your functional area to another. That is why you have not seen it being done.

Keep me posted on other questions you may have.

Teresa Wahlert



**Message: RE: reports**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:31:36 PM  
Item ID: 40860761  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: reports**

**From** Lewis, Irma [IWD]                      **Date** Thursday, May 10, 2012 7:08 AM  
**To** Wahlert, Teresa [IWD]  
**Cc**

---

Are the phone calls to go to his area as well?

*Irma*

---

**From:** Wahlert, Teresa [IWD]  
**Sent:** Wednesday, May 09, 2012 3:19 PM  
**To:** Lewis, Irma [IWD]  
**Subject:** RE: reports

Please send the reports to Mr. Wilkinson if you receive them. That would be very helpful. We are all working on the bodies very hard right now. We are just beginning to see some of our budget levels develop.

Teresa

---

**From:** Lewis, Irma [IWD]  
**Sent:** Wednesday, May 09, 2012 3:12 PM  
**To:** Wahlert, Teresa [IWD]  
**Subject:** RE: reports

I have two questions; well maybe three; who is the operations manager that is doing the social security report, Mr. Eklund:: I guess I should know who the operations manager is and do not;

Also, who is doing the alien report; please; The documents have been coming to our office and obviously should be sent to whomever is doing the report as the people in the field have been sending

them to our office for quite some time and nobody told us to forward them elsewhere. Some of these people have proof of their green cards and these should be forwarded to that person

Third: I guess this means no bodies??? thanks

*Irma*

---

**From:** Wahlert, Teresa [IWD]  
**Sent:** Wednesday, May 09, 2012 2:58 PM  
**To:** Lewis, Irma [IWD]  
**Subject:** reports

Hello Irma,

I have reviewed the status of the Social Security Administrative report that we discussed the other day. The operations manager has the task of completing this report, personally. You do not need to be concerned about the issues of nobody working on it. It is just being done in a different functional area than where you work. We are around 90days in arrears in the processing of the information.

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Keep me posted on other questions you may have.

Teresa Wahlert

**Message: Re: social security numbers****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:37 PM  
 Item ID: 40860788  
 Policy Action: Not Specified

**Mark History:**

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

**Policies:**

No Policies attached

**Re: social security numbers**

**From** Wilkinson, Michael [IWD] **Date** Saturday, June 02, 2012 12:02 PM  
**To** Wahlert, Teresa [IWD]  
**Cc** Eklund, David [IWD]

It should go directly to Dave Eklund

Sent from my iPad

On Jun 1, 2012, at 8:43 PM, "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov> wrote:

Who or where should she be sending this info to?  
 Teresa

Sent from my iPhone

Begin forwarded message:

**From:** "Lewis, Irma [IWD]" <Irma.Lewis@iwd.iowa.gov>  
**Date:** June 1, 2012 7:19:19 AM CDT  
**To:** "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>  
**Subject:** FW: social security numbers

<image001.gif>

Would you please forward this to whomever is doing the social security report now; I know you said there were four people in that position, but if you told me specifically who was doing the social security report, I missed it; thanks

*Irma*

**From:** Richards, Vicki [IWD]  
**Sent:** Thursday, May 31, 2012 3:19 PM  
**To:** Lewis, Irma [IWD]  
**Subject:** social security numbers

I have a claimant who filed her claim under the social security number [REDACTED], her name is [REDACTED] [REDACTED]. I talked to the employer who says she never worked there. They have those wages belonging to Dustin Schwallier. Could you check and let me know what number is correct for [REDACTED]

Thanks,

*Vicki*

Vicki Richards  
 Work Force Advisor/ Deputy 84  
 Iowa Workforce Development UISC  
 P O Box 10332  
 Des Moines, Iowa 50306-0332  
 Phone: 515-242-0409 Fax: 515-281-4057  
 Email: [vicki.richards@iwd.iowa.gov](mailto:vicki.richards@iwd.iowa.gov)

*Life isn't about waiting for the storm to pass, it's about learning to dance in the rain.*

**Message: FW: New ALJ training plan****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:47 PM  
 Item ID: 40862149  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

✉ **FW: New ALJ training plan**

**From** Lewis, Devon [IWD]      **Date** Monday, March 10, 2014 11:31 AM  
**To** Wahlert, Teresa [IWD]  
**Cc**

This is what I came up with on the plane. I've asked Teresa for feedback. We meet with Betsy soon so will review it again according to her schedule.  
 DML

New ALJ training plan

April 11-Day 1: HR and clerical and ALJ staff meeting introductions.

April 14-Week 1: Office set up. Familiarize with Outlook, SharePoint and HRIS. Copy Devon's normal and forms. Introduce to Desk Manual and website. Walk through basic process. Listen to DOL high score hearings. Listen in on hrgs with DL on Wed - Thurs (9, 11, 1) and Friday (9, 11) with time for discussion, admin record review and decision writing between. Intraoffice procedure and process. Review EAB and D Ct decisions. Discuss.

April 21-Week 2: Listen in on separation hrgs with DL (9, 11, 1) with time for discussion, admin record review and decision writing between. Review basic screens on TN3270, ERIC, ERA, MyIowaUI. Introduce at A-C meeting. Observe in-person hrgs with time for discussion, admin record review and decision writing between. Discuss admin law differences in evidence and developing the record.

April 28-Week 3:

Listen in on hrgs with other ALJs (SW, TH, VS, RS, JT, LD, DW, TN). Mock hearings on separations, including E appeals and potential overpayment.

May 5-Week 4:

Light schedule of separation hrgs. DG - 9, 11, 2 and BB - 8, 10, 1

May 12-Week 5:

4 hearings per day, including A&A and opay issues.

May 19-Week 6:

5 hearings per day. All issues. Time allowed for questions, review, discussion.

May 27-Week 7:

Increase to full caseload.

Office map with names and phones - pending.

Schedule claims training for both with TH and DL. Request made to Benefits Bureau on 3/10. Ryan responded and said he'll be in touch about it.

Dévon

**Message: RE: New ALJ training plan**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:48 PM  
Item ID: 40862161  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: New ALJ training plan**

**From** Lewis, Devon [IWD]      **Date** Monday, March 10, 2014 4:38 PM  
**To** Wahlert, Teresa [IWD]  
**Cc**

---

Yes, I have. He gave me his extra copy of the DOL Advanced Hearing Officer Training book. Not sure if he got that from Dan or Joe or... All three of us also talked to Betsy who is going to forward more training material from the DOL and a couple of other states in the region.

---

**From:** Wahlert, Teresa [IWD]  
**Sent:** Monday, March 10, 2014 12:56 PM  
**To:** Lewis, Devon [IWD]  
**Subject:** Re: New ALJ training plan

Ask Steve also

*Teresa Wahlert*

*Sent from my Verizon Wireless 4G LTE DROID*

"Lewis, Devon [IWD]" <[Devon.Lewis@iwd.iowa.gov](mailto:Devon.Lewis@iwd.iowa.gov)> wrote:

This is what I came up with on the plane. I've asked Teresa for feedback. We meet with Betsy soon so will review it again according to her schedule.

DML

New ALJ training plan

April 11-Day 1: HR and clerical and ALJ staff meeting introductions.

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Listen in on hrgs with other ALJs (SW, TH, VS, RS, JT, LD, DW, TN). Mock hearings on separations, including E appeals and potential overpayment.

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Light schedule of separation hrgs. DG - 9, 11, 2 and BB - 8, 10, 1

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5 hearings per day. All issues. Time allowed for questions, review, discussion.

May 27-Week 7:

Increase to full caseload.

Office map with names and phones - pending.

Schedule claims training for both with TH and DL. Request made to Benefits Bureau on 3/10. Ryan responded and said he'll be in touch about it.

Dévon

**Message: Backlog in Fraud**

**Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:35 PM  
 Item ID: 40860746  
 Policy Action: Not Specified

**Mark History:**

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

**Policies:**

No Policies attached

**Backlog in Fraud**

**From** Wilkinson, Michael [IWD]      **Date** Friday, May 04, 2012 11:39 AM  
**To** Wahlert, Teresa [IWD]  
**Cc** Wallace, Edward [IWD]

I apologize for the late response to your question about the two programs Irma discussed with you. Figuring out the fix is a little more difficult.

Alien Verification is a mandatory function of the UI Program. When claimants file they are asked if they are a U.S. citizen. Those that say no, are asked for the "A" number. What we are supposed to do is data enter each of those into the Systematic Alien Verification for Entitlements (SAVE) data base to determine if we have a good number and names match. We pay 50 cents for each request and VERY seldom get a bad number. Because this is time consuming and does not generate much activity and we are down staff, we chose to discontinue that process until we were more caught up. However if the Fraud unit receives a lead from an outside source or protest from an employer regarding a claimants alien status, everyone one of those are investigated. While we have not entirely stopped this function it is obviously significantly reduced. DOL has not questioned the lack of activity. Regardless, Dave and I have established an alternative method to pick up this activity again on a long-term basis, by utilizing staff in other parts of the Division. We anticipate that we will clean up the backlog and keep up with current activity in 60-75 days.

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 Iowa Workforce Development  
 1000 E. Grand Ave  
 Des Moines, IA 50319  
 515-281-4986  
 michael.wilkinson@iwd.iowa.gov



**Message: Re: Backlog in Fraud**

**Case Information:**


Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:35 PM  
 Item ID: 40860750  
 Policy Action: Not Specified

**Mark History:**

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

**Policies:**

No Policies attached

 **Re: Backlog in Fraud**

**From** Wilkinson, Michael [IWD]      **Date** Friday, May 04, 2012 1:55 PM  
**To** Wahlert, Teresa [IWD]  
**Cc**

---

Happy to.

---

**From:** Wahlert, Teresa [IWD]  
**Sent:** Friday, May 04, 2012 01:23 PM  
**To:** Wilkinson, Michael [IWD]  
**Cc:** Wallace, Edward [IWD]  
**Subject:** Re: Backlog in Fraud

Can we please discuss - maybe monday

Sent from my iPhone

On May 4, 2012, at 11:38 AM, "Wilkinson, Michael [IWD]" <[Michael.Wilkinson@iwd.iowa.gov](mailto:Michael.Wilkinson@iwd.iowa.gov)> wrote:

I apologize for the late response to your question about the two programs Irma discussed with you. Figuring out the fix is a little more difficult.

Alien Verification is a mandatory function of the UI Program. When claimants file they are asked if they are a U.S. citizen. Those that say no, are asked for the b??Ab?? number. What we are supposed to do is data enter each of those into the Systematic Alien Verification for Entitlements (SAVE) data base to determine if we have a good number and names match. We pay 50 cents for each request and VERY seldom get a bad number. Because this is time consuming and does not generate much activity and we are down staff, we chose to discontinue that process until we were more caught up. However if the Fraud unit receives a lead from an outside source or protest from an employer regarding a claimants alien status, everyone one of those are investigated. While we have not entirely stopped this function it is obviously significantly reduced. DOL has not questioned the lack of activity. Regardless, Dave and I have established an alternative method to pick up this activity again on a long-term basis, by utilizing staff in other parts of the Division. We anticipate that we will clean up the backlog and keep up with current activity in 60-75 days.

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**Message: Re: Backlog in Fraud****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:35 PM  
 Item ID: 40860751  
 Policy Action: Not Specified

**Mark History:**

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

**Policies:**

No Policies attached

**✉ Re: Backlog in Fraud**

**From** Wilkinson, Michael [IWD] **Date** Friday, May 04, 2012 1:56 PM  
**To** Wahlert, Teresa [IWD]  
**Cc**

Btw, had lunch with Michael Sadler and he would not give up any secrets! Loyalty runs deep.

**From:** Wahlert, Teresa [IWD]  
**Sent:** Friday, May 04, 2012 01:23 PM  
**To:** Wilkinson, Michael [IWD]  
**Cc:** Wallace, Edward [IWD]  
**Subject:** Re: Backlog in Fraud

Can we please discuss - maybe monday

Sent from my iPhone

On May 4, 2012, at 11:38 AM, "Wilkinson, Michael [IWD]" <[Michael.Wilkinson@iwd.iowa.gov](mailto:Michael.Wilkinson@iwd.iowa.gov)> wrote:

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[michael.wilkinson@iwd.iowa.gov](mailto:michael.wilkinson@iwd.iowa.gov)

**Message: Re: Backlog in Fraud****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:35 PM  
 Item ID: 40860755  
 Policy Action: Not Specified

**Mark History:**

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

**Policies:**

No Policies attached

 **Re: Backlog in Fraud**

**From** Wilkinson, Michael [IWD] **Date** Monday, May 07, 2012 9:23 PM  
**To** Wahlert, Teresa [IWD]  
**Cc**

I will schedule with lisa.

**From:** Wahlert, Teresa [IWD]  
**Sent:** Monday, May 07, 2012 09:21 PM  
**To:** Wilkinson, Michael [IWD]  
**Subject:** Re: Backlog in Fraud

I need to discuss on Wednesday?

Sent from my iPhone

On May 4, 2012, at 11:38 AM, "Wilkinson, Michael [IWD]" <[Michael.Wilkinson@iwd.iowa.gov](mailto:Michael.Wilkinson@iwd.iowa.gov)> wrote:

I apologize for the late response to your question about the two programs Irma discussed with you. Figuring out the fix is a little more difficult.

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**Message: Re: social security numbers****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:37 PM  
 Item ID: 40860788  
 Policy Action: Not Specified

**Mark History:**

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

**Policies:**

No Policies attached

✉ **Re: social security numbers**

**From** Wilkinson, Michael [IWD] **Date** Saturday, June 02, 2012 12:02 PM  
**To** Wahlert, Teresa [IWD]  
**Cc** Eklund, David [IWD]

It should go directly to Dave Eklund

Sent from my iPad

On Jun 1, 2012, at 8:43 PM, "Wahlert, Teresa [IWD]" <[Teresa.Wahlert@iwd.iowa.gov](mailto:Teresa.Wahlert@iwd.iowa.gov)> wrote:

Who or where should she be sending this info to?  
 Teresa

Sent from my iPhone

Begin forwarded message:

**From:** "Lewis, Irma [IWD]" <[Irma.Lewis@iwd.iowa.gov](mailto:Irma.Lewis@iwd.iowa.gov)>  
**Date:** June 1, 2012 7:19:19 AM CDT  
**To:** "Wahlert, Teresa [IWD]" <[Teresa.Wahlert@iwd.iowa.gov](mailto:Teresa.Wahlert@iwd.iowa.gov)>  
**Subject:** FW: social security numbers

<image001.gif>

Would you please forward this to whomever is doing the social security report now; I know you said there were four people in that position, but if you told me specifically who was doing the social security report, I missed it; thanks

*Irma*

**From:** Richards, Vicki [IWD]  
**Sent:** Thursday, May 31, 2012 3:19 PM  
**To:** Lewis, Irma [IWD]  
**Subject:** social security numbers

I have a claimant who filed her claim under the social security number [REDACTED], her name is [REDACTED], [REDACTED]. I talked to the employer who says she never worked there. They have those wages belonging to [REDACTED]. Could you check and let me know what number is correct for [REDACTED].

Thanks,

*Vicki*

Vicki Richards  
 Work Force Advisor/ Deputy 84  
 Iowa Workforce Development UISC  
 P O Box 10332  
 Des Moines, Iowa 50306-0332  
 Phone: 515-242-0409 Fax: 515-281-4057  
 Email: [vicki.richards@iwd.iowa.gov](mailto:vicki.richards@iwd.iowa.gov)

*Life isn't about waiting for the storm to pass, it's about learning to dance in the rain.*

**Message: RE: first EAB decision on participation issue****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:26 PM  
 Item ID: 40861706  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ RE: first EAB decision on participation issue**

**From** Lewis, Devon [IWD]

**Date**  
 Wednesday,  
 October 16, 2013  
 1:50 PM

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

**Cc**

The Board cites r. 871-24.10(1), emphasizing the language about participation by detailed written statements or documents providing detailed factual info of the events leading to the separation. After that it just states that the E faxed docs for FF interview reference in lieu of participation and the decision was issued the following day. Nothing about sufficiency.

The ALJ noted in the FF decision the FF's notes on attempts to contact the parties. that the E submitted docs in advance of the FF interview and a short paragraph of the circumstances and dates about the separation and a name and number for rebuttal questions, and that the FF did not call for rebuttal.

**From:** Hendricksmeier, Bonny [IWD]

**Sent:** Wednesday, October 16, 2013 11:39 AM

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

**Subject:** RE: first EAB decision on participation issue

Does the EAB speak at all to the sufficiency of the documentary participation, given the criteria on the "tip sheet" ?

---

**From:** Lewis, Devon [IWD]

**Sent:** Wednesday, October 16, 2013 10:27 AM

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

**Subject:** first EAB decision on participation issue

FYI

The Board affirmed an overpayment decision where the E faxed documents in lieu of participation the day of the FF interview. It also modified the ALJ's decision to reflect taking "official notice of the administrative file, which contains documents faxed on behalf of the E for the FF interview."

*Devon*

**Message: Fwd: ??? on wages for week of 3-8****Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:52 PM  
Item ID: 40862280  
Policy Action: Not Specified

**Mark History:**

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

**Policies:**

No Policies attached

**✉ Fwd: ??? on wages for week of 3-8**

**From** West, Ryan [IWD]      **Date** Sunday, March 16, 2014 11:39 AM  
**To** Eklund, David [IWD]  
**Cc**

Sent from my iPhone

Begin forwarded message:

**From:** "Arnold, Kimberly [IWD]" <[Kimberly.Arnold@iwd.iowa.gov](mailto:Kimberly.Arnold@iwd.iowa.gov)>  
**Date:** March 13, 2014 at 4:10:54 PM CDT  
**To:** "West, Ryan [IWD]" <[Ryan.West@iwd.iowa.gov](mailto:Ryan.West@iwd.iowa.gov)>  
**Subject:** ??? on wages for week of 3-8

Hi Ryan,  
How are we handling the people that were to report wages and vacation for last week? Fill out a miss reported wage form or is it a forgiven week? Will they end up with an overpayment?

**Message: RE: first EAB decision on participation issue****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:26 PM  
 Item ID: 40861708  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ RE: first EAB decision on participation issue**

**From** Lewis, Devon [IWD] **Date** Wednesday, October 16, 2013 1:52 PM  
**To** Wise, Debra [IWD]  
**Cc**

It is downloaded by now – the number is 13B-06820

**From:** Wise, Debra [IWD]  
**Sent:** Wednesday, October 16, 2013 1:51 PM  
**To:** Lewis, Devon [IWD]  
**Subject:** RE: first EAB decision on participation issue

Could you must scan that EAB decision and send it me my email please.

**From:** Lewis, Devon [IWD]  
**Sent:** Wednesday, October 16, 2013 1:50 PM  
**To:** Hendricksmeier, Bonny [IWD]; Scheetz, Beth [IWD]; Wise, Debra [IWD]; Timberland, James [IWD]; Elder, Julie [IWD]; Donner, Lynette [IWD]; Mormann, Marlon [IWD]; Stephenson, Randall [IWD]; Wise, Steve [IWD]; Ackerman, Susan [IWD]; Nice, Terence [IWD]; Hillary, Teresa [IWD]; Seeck, Vicki [IWD]  
**Subject:** RE: first EAB decision on participation issue

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**From:** Hendricksmeier, Bonny [IWD]

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

**Subject:** RE: first EAB decision on participation issue

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**Message: RE: first EAB decision on participation issue**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:26 PM  
Item ID: 40861710  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ RE: first EAB decision on participation issue**

**From** Lewis, Devon [IWD]      **Date** Wednesday, October 16, 2013 1:54 PM  
**To** Wise, Debra [IWD]  
**Cc**

---

No one else has asked for it but feel free to forward the number.

---

**From:** Wise, Debra [IWD]  
**Sent:** Wednesday, October 16, 2013 1:53 PM  
**To:** Lewis, Devon [IWD]  
**Subject:** RE: first EAB decision on participation issue

Other my want to know this appeal number also so they can read the decision for themselves.  
Thanks

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**From:** Lewis, Devon [IWD]  
**Sent:** Wednesday, October 16, 2013 1:52 PM  
**To:** Wise, Debra [IWD]  
**Subject:** RE: first EAB decision on participation issue

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**From:** Wise, Debra [IWD]  
**Sent:** Wednesday, October 16, 2013 1:51 PM  
**To:** Lewis, Devon [IWD]  
**Subject:** RE: first EAB decision on participation issue

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**Subject:** RE: first EAB decision on participation issue

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**To:** Lewis, Devon [IWD]; Scheetz, Beth [IWD]; Wise, Debra [IWD]; Timberland, James [IWD]; Elder, Julie [IWD]; Donner, Lynette [IWD]; Mormann, Marlon [IWD]; Stephenson, Randall [IWD]; Wise, Steve [IWD]; Ackerman, Susan [IWD]; Nice, Terence [IWD]; Hillary, Teresa [IWD]; Seeck, Vicki [IWD]  
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**Message: FW: first EAB decision on participation issue****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:26 PM  
 Item ID: 40861711  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ FW: first EAB decision on participation issue**

**From** Lewis, Devon [IWD] **Date** Wednesday, October 16, 2013 1:55 PM  
**To** Hillary, Teresa [IWD]  
**Cc**

---

**From:** Lewis, Devon [IWD]  
**Sent:** Wednesday, October 16, 2013 1:54 PM  
**To:** Wise, Debra [IWD]  
**Subject:** RE: first EAB decision on participation issue

No one else has asked for it but feel free to forward the number.

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**From:** Wise, Debra [IWD]  
**Sent:** Wednesday, October 16, 2013 1:53 PM  
**To:** Lewis, Devon [IWD]  
**Subject:** RE: first EAB decision on participation issue

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**Sent:** Wednesday, October 16, 2013 1:52 PM  
**To:** Wise, Debra [IWD]  
**Subject:** RE: first EAB decision on participation issue

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**From:** Wise, Debra [IWD]  
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**To:** Lewis, Devon [IWD]  
**Subject:** RE: first EAB decision on participation issue

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**From:** Lewis, Devon [IWD]  
**Sent:** Wednesday, October 16, 2013 1:50 PM  
**To:** Hendricksmeier, Bonny [IWD]; Scheetz, Beth [IWD]; Wise, Debra [IWD]; Timberland, James [IWD]; Elder, Julie [IWD]; Donner, Lynette [IWD]; Mormann, Marlon [IWD]; Stephenson, Randall [IWD]; Wise, Steve [IWD]; Ackerman, Susan [IWD]; Nice, Terence [IWD]; Hillary, Teresa [IWD]; Seeck, Vicki [IWD]  
**Subject:** RE: first EAB decision on participation issue

The Board cites r. 871-24.10(1), emphasizing the language about participation by detailed written statements or documents providing detailed factual info of the events leading to the separation. After that it just states that the E faxed docs for FF interview reference in lieu of participation and the decision was issued the following day. Nothing about sufficiency.

The ALJ noted in the FF decision the FF's notes on attempts to contact the parties. that the E submitted docs in advance of the FF interview and a short paragraph of the circumstances and dates about the separation and a name and number for rebuttal questions, and that the FF did not call for rebuttal.

---

**From:** Hendricksmeier, Bonny [IWD]  
**Sent:** Wednesday, October 16, 2013 11:39 AM  
**To:** Lewis, Devon [IWD]; Scheetz, Beth [IWD]; Wise, Debra [IWD]; Timberland, James [IWD]; Elder, Julie [IWD]; Donner, Lynette [IWD]; Mormann, Marlon [IWD]; Stephenson, Randall [IWD]; Wise, Steve [IWD]; Ackerman, Susan [IWD]; Nice, Terence [IWD]; Hillary, Teresa [IWD]; Seeck, Vicki [IWD]  
**Subject:** RE: first EAB decision on participation issue

Does the EAB speak at all to the sufficiency of the documentary participation, given the criteria on the "tip sheet" ?

---

**From:** Lewis, Devon [IWD]  
**Sent:** Wednesday, October 16, 2013 10:27 AM  
**To:** Scheetz, Beth [IWD]; Hendricksmeier, Bonny [IWD]; Wise, Debra [IWD]; Timberland, James [IWD]; Elder, Julie [IWD]; Donner, Lynette [IWD]; Mormann, Marlon [IWD]; Stephenson, Randall [IWD]; Wise, Steve [IWD]; Ackerman, Susan [IWD]; Nice, Terence [IWD]; Hillary, Teresa [IWD]; Seeck, Vicki [IWD]; Lewis, Devon [IWD]  
**Subject:** first EAB decision on participation issue

FYI

The Board affirmed an overpayment decision where the E faxed documents in lieu of participation the day of the FF interview. It also modified the ALJ's decision to reflect taking "official notice of the administrative file, which contains documents faxed on behalf of the E for the FF interview."

*Devon*



**Message: RE: first EAB decision on participation issue****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:26 PM  
 Item ID: 40861713  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: first EAB decision on participation issue**

**From** Lewis, Devon [IWD] **Date** Wednesday, October 16, 2013 2:33 PM  
**To** Wise, Debra [IWD]  
**Cc**

I don't have the SSN – it is not on the decisions.

**From:** Wise, Debra [IWD]  
**Sent:** Wednesday, October 16, 2013 2:00 PM  
**To:** Lewis, Devon [IWD]  
**Subject:** RE: first EAB decision on participation issue

What is the soc sec number so I can look it up on ERIC – or is it now actually downloaded on the Q drive. Before I could not find EAB decisions on the Q drive.

**From:** Lewis, Devon [IWD]  
**Sent:** Wednesday, October 16, 2013 1:54 PM  
**To:** Wise, Debra [IWD]  
**Subject:** RE: first EAB decision on participation issue

No one else has asked for it but feel free to forward the number.

**From:** Wise, Debra [IWD]  
**Sent:** Wednesday, October 16, 2013 1:53 PM  
**To:** Lewis, Devon [IWD]  
**Subject:** RE: first EAB decision on participation issue

Other my want to know this appeal number also so they can read the decision for themselves.  
 Thanks

---

**From:** Lewis, Devon [IWD]  
**Sent:** Wednesday, October 16, 2013 1:52 PM  
**To:** Wise, Debra [IWD]  
**Subject:** RE: first EAB decision on participation issue

It is downloaded by now – the number is 13B-06820

---

**From:** Wise, Debra [IWD]  
**Sent:** Wednesday, October 16, 2013 1:51 PM  
**To:** Lewis, Devon [IWD]  
**Subject:** RE: first EAB decision on participation issue

Could you must scan that EAB decision and send it me my email please.

---

**From:** Lewis, Devon [IWD]  
**Sent:** Wednesday, October 16, 2013 1:50 PM  
**To:** Hendricksmeier, Bonny [IWD]; Scheetz, Beth [IWD]; Wise, Debra [IWD]; Timberland, James [IWD]; Elder, Julie [IWD]; Donner, Lynette [IWD]; Mormann, Marlon [IWD]; Stephenson, Randall [IWD]; Wise, Steve [IWD]; Ackerman, Susan [IWD]; Nice, Terence [IWD]; Hillary, Teresa [IWD]; Seeck, Vicki [IWD]  
**Subject:** RE: first EAB decision on participation issue

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**Sent:** Wednesday, October 16, 2013 11:39 AM  
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**Subject:** RE: first EAB decision on participation issue

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**Sent:** Wednesday, October 16, 2013 10:27 AM  
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**Subject:** first EAB decision on participation issue



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*Dévon*

**Message: RE: first EAB decision on participation issue****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:26 PM  
 Item ID: 40861715  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ RE: first EAB decision on participation issue**

**From** Lewis, Devon [IWD] **Date** Wednesday, October 16, 2013 2:35 PM  
**To** Wise, Debra [IWD]  
**Cc**

I'm in hearings this afternoon and will get to it as soon as I can.

---

**From:** Wise, Debra [IWD]  
**Sent:** Wednesday, October 16, 2013 2:34 PM  
**To:** Lewis, Devon [IWD]  
**Subject:** RE: first EAB decision on participation issue

I found the SS by going to APLC, but if you'll notice a later email – the decision is not on ERIC yet or on the Q drive.

---

**From:** Lewis, Devon [IWD]  
**Sent:** Wednesday, October 16, 2013 2:33 PM  
**To:** Wise, Debra [IWD]  
**Subject:** RE: first EAB decision on participation issue

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**From:** Wise, Debra [IWD]  
**Sent:** Wednesday, October 16, 2013 2:00 PM  
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**Subject:** RE: first EAB decision on participation issue

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**Subject:** RE: first EAB decision on participation issue

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**Subject:** RE: first EAB decision on participation issue

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**From:** Wise, Debra [IWD]  
**Sent:** Wednesday, October 16, 2013 1:51 PM  
**To:** Lewis, Devon [IWD]  
**Subject:** RE: first EAB decision on participation issue

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**Sent:** Wednesday, October 16, 2013 1:50 PM  
**To:** Hendricksmeier, Bonny [IWD]; Scheetz, Beth [IWD]; Wise, Debra [IWD]; Timberland, James [IWD]; Elder, Julie [IWD]; Donner, Lynette [IWD]; Mormann, Marlon [IWD]; Stephenson, Randall [IWD]; Wise, Steve [IWD]; Ackerman, Susan [IWD]; Nice, Terence [IWD]; Hillary, Teresa [IWD]; Seeck, Vicki [IWD]  
**Subject:** RE: first EAB decision on participation issue

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**Sent:** Wednesday, October 16, 2013 11:39 AM  
**To:** Lewis, Devon [IWD]; Scheetz, Beth [IWD]; Wise, Debra [IWD]; Timberland, James [IWD]; Elder,

Julie [IWD]; Donner, Lynette [IWD]; Mormann, Marlon [IWD]; Stephenson, Randall [IWD]; Wise, Steve [IWD]; Ackerman, Susan [IWD]; Nice, Terence [IWD]; Hillary, Teresa [IWD]; Seeck, Vicki [IWD]  
**Subject:** RE: first EAB decision on participation issue

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**From:** Lewis, Devon [IWD]

**Sent:** Wednesday, October 16, 2013 10:27 AM

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

**Subject:** first EAB decision on participation issue

FYI

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*Devon*

**Message: Backlog in Fraud**

**Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:35 PM  
 Item ID: 40860746  
 Policy Action: Not Specified

**Mark History:**

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

**Policies:**

No Policies attached

**✉ Backlog in Fraud**

**From** Wilkinson, Michael [IWD]      **Date** Friday, May 04, 2012 11:39 AM  
**To** Wahlert, Teresa [IWD]  
**Cc** Wallace, Edward [IWD]

I apologize for the late response to your question about the two programs Irma discussed with you. Figuring out the fix is a little more difficult.

Alien Verification is a mandatory function of the UI Program. When claimants file they are asked if they are a U.S. citizen. Those that say no, are asked for the "A" number. What we are supposed to do is data enter each of those into the Systematic Alien Verification for Entitlements (SAVE) data base to determine if we have a good number and names match. We pay 50 cents for each request and VERY seldom get a bad number. Because this is time consuming and does not generate much activity and we are down staff, we chose to discontinue that process until we were more caught up. However if the Fraud unit receives a lead from an outside source or protest from an employer regarding a claimants alien status, everyone one of those are investigated. While we have not entirely stopped this function it is obviously significantly reduced. DOL has not questioned the lack of activity. Regardless, Dave and I have established an alternative method to pick up this activity again on a long-term basis, by utilizing staff in other parts of the Division. We anticipate that we will clean up the backlog and keep up with current activity in 60-75 days.

The other activity Irma referenced is the Social Security cross match. Every day every new claim filed is cross-matched against the records of the Social Security Administration. Elements matched are: given name, sir name, DOB, SSN and gender. Any element that is not a perfect match comes on a daily report. Most common non-matches are with the given name. William who files as Bill, James who files as Jim. Sir name errors are usually spaces or apostrophe, such as O'Brien or Mc Cann. The SSA does not recognize symbols or spaces within the names. On average 3 per week come back as "non-matches" and those are worked by Dave Eklund. Frequently they end up being a numerical error in the SSN itself, one number off, or a transposition. Bottom line is that this is being monitored by the manager and is another activity that could be passed along to another staff person elsewhere in the division.

The more significant issues are with the backlog of cases in Waterloo and Sioux City where we are missing investigators. When resources become available, Dave and I would look to replace Investigators in those two communities as well as Des Moines.

Michael Wilkinson  
 Division Administrator, Unemployment Insurance Services  
 Iowa Workforce Development  
 1000 E. Grand Ave  
 Des Moines, IA 50319  
 515-281-4986  
 michael.wilkinson@iwd.iowa.gov

**Message: Re: Backlog in Fraud**

**Case Information:**


Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:35 PM  
 Item ID: 40860750  
 Policy Action: Not Specified

**Mark History:**

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

**Policies:**

No Policies attached

 **Re: Backlog in Fraud**

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**From** Wilkinson, Michael [IWD]      **Date** Friday, May 04, 2012 1:55 PM  
**To** Wahlert, Teresa [IWD]  
**Cc**

---

Happy to.

---

**From:** Wahlert, Teresa [IWD]  
**Sent:** Friday, May 04, 2012 01:23 PM  
**To:** Wilkinson, Michael [IWD]  
**Cc:** Wallace, Edward [IWD]  
**Subject:** Re: Backlog in Fraud

Can we please discuss - maybe monday

Sent from my iPhone

On May 4, 2012, at 11:38 AM, "Wilkinson, Michael [IWD]" <[Michael.Wilkinson@iwd.iowa.gov](mailto:Michael.Wilkinson@iwd.iowa.gov)> wrote:

I apologize for the late response to your question about the two programs Irma discussed with you. Figuring out the fix is a little more difficult.

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[michael.wilkinson@iwd.iowa.gov](mailto:michael.wilkinson@iwd.iowa.gov)

**Message: Re: Backlog in Fraud**

**Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:35 PM  
 Item ID: 40860751  
 Policy Action: Not Specified

**Mark History:**

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

**Policies:**

No Policies attached

**✉ Re: Backlog in Fraud**

**From** Wilkinson, Michael [IWD]      **Date** Friday, May 04, 2012 1:56 PM  
**To** Wahlert, Teresa [IWD]  
**Cc**

---

Btw, had lunch with Michael Sadler and he would not give up any secrets! Loyalty runs deep.

---

**From:** Wahlert, Teresa [IWD]  
**Sent:** Friday, May 04, 2012 01:23 PM  
**To:** Wilkinson, Michael [IWD]  
**Cc:** Wallace, Edward [IWD]  
**Subject:** Re: Backlog in Fraud

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**Message: RE: Missed conversation with Lewis, Devon [IWD]****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:57 PM  
 Item ID: 40860893  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: Missed conversation with Lewis, Devon [IWD]**

**From** Hillary, Teresa [IWD]      **Date** Monday, May 20, 2013 1:06 PM  
**To** Lewis, Devon [IWD]  
**Cc**

Was this the information sent to you by Dave E. I'm trying to figure out why he could find the information that an ALJ could not. Do we have access to the location where he found the information. Do you remember was it the same case as Deb's? Was it that Dana Lewis whose case you are talking about below?

---

**From:** Lewis, Devon [IWD] [mailto:Devon.Lewis@iwd.iowa.gov]  
**Sent:** Monday, May 20, 2013 12:19 PM  
**To:** Lewis, Devon [IWD]; Hillary, Teresa [IWD]  
**Subject:** Missed conversation with Lewis, Devon [IWD]

**Lewis, Devon [IWD] [11:58 AM]:**

sorry - in interpreter hrg

**Lewis, Devon [IWD] [12:07 PM]:**

I don't blame him for being furious. they shouldn't keep it without an order from the board. Deb had that info when she did her hrg because the transition to the new system was not done until recently and SW told me a lot of older docs were lost in the transition because of storage and transition costs. When I could not find the documents I believed this to be the case and decided accordingly since Deb's decision alone was not sufficient to uphold the tax withholding. These hrgs were both before the Appeals/Claims mtg but I put a notation on the agenda that we need training on how to find their info for these hearings but no offer of assistance yet. I also told them they should participate or make sure we have documentation since we won't play hide and seek or change decisions merely upon their request. If claims won't release the refund, the only way he can get this resolved is through TW or the state ombudsman since he has a favorable decision.



**Message: ERIC ERA**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:31:57 PM  
Item ID: 40860894  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **ERIC ERA**

**From** Hillary, Teresa [IWD]      **Date** Monday, May 20, 2013 2:31 PM  
**To** Walsh, Joseph [IWD]  
**Cc** Lewis, Devon [IWD]

---

Joe,

Devon is telling me she does not have access to ERA. She thought that all of the information on ERA was replaced by ERIC. The alj's need to be told that they need to look in both ERIC and ERA for documents. I would think that if you don't have access to ERA that the help should be able to make that happen. Can you let the alj's know that they should be able to access both ERIC and ERA.

Thanks much  
Teresa

**Message: RE: ALJ Assignments 5-28****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:58 PM  
 Item ID: 40860907  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: ALJ Assignments 5-28**

<b>From</b>	Hillary, Teresa [IWD]	<b>Date</b>
		Tuesday, May 28, 2013 8:52 AM
<b>To</b>	Baughman, Myra [IWD]; Walsh, Joseph [IWD]; Lewis, Devon [IWD]; Donner, Lynette [IWD]; Scheetz, Beth [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Alexander, Marty [IWD]; Oatts, Sandra [IWD]	
<b>Cc</b>	Ziegler, Vanessa [IWD]; Anderson, Donnell [IWD]	

Joni is also gone today.

---

**From:** Baughman, Myra [IWD]  
**Sent:** Tuesday, May 28, 2013 8:41 AM  
**To:** Hillary, Teresa [IWD]; Walsh, Joseph [IWD]; Lewis, Devon [IWD]; Donner, Lynette [IWD];  
 Scheetz, Beth [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Alexander, Marty [IWD]; Oatts,  
 Sandra [IWD]  
**Cc:** Ziegler, Vanessa [IWD]; Anderson, Donnell [IWD]  
**Subject:** ALJ Assignments 5-28

Donni & Vanessa are both gone today.

Scheetz      Sandy  
 Walsh        Sandy

Deb Wise     Marty  
 Lewis        Marty  
 Donner       Marty

Timberland	Myra
Hillary	Myra

---

**Message: FW: Dennis - 11A-UI-09765.E RESCHEDULE**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:31:58 PM  
Item ID: 40860913  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ FW: Dennis - 11A-UI-09765.E RESCHEDULE**

**From** Hillary, Teresa [IWD]      **Date** Wednesday, May 29, 2013 9:46 AM  
**To** Lewis, Devon [IWD]  
**Cc**

---

fyi

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**From:** Benson, Joni [IWD]  
**Sent:** Wednesday, May 29, 2013 9:42 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** RE: Dennis - 11A-UI-09765.E RESCHEDULE

I got em.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Wednesday, May 29, 2013 9:28 AM  
**To:** Benson, Joni [IWD]  
**Subject:** RE: Dennis - 11A-UI-09765.E RESCHEDULE

First of five.....write her back and ask her for the other four cases. Oy vey

---

**From:** Benson, Joni [IWD]  
**Sent:** Wednesday, May 29, 2013 8:23 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** FW: Dennis - 11A-UI-09765.E RESCHEDULE

FYI

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**From:** Elder, Julie [IWD]

**Sent:** Monday, May 27, 2013 7:31 PM  
**To:** Benson, Joni [IWD]  
**Subject:** Dennis - 11A-UI-09765.E RESCHEDULE

Hi Joni – here is the first of five embarrassingly old cases that I must not have sent to be rescheduled.

Claimant Luke Dennis  
Appeal No. 11A-UI-09765.E

Originally last time scheduled October 16, 2012. Can be rescheduled anytime.

Thank you.

Julie

**Message: RE: My Iowa UI reference on decisions****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:58 PM  
 Item ID: 40860914  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ RE: My Iowa UI reference on decisions**

**From** Hillary, Teresa [IWD]

**Date**  
 Wednesday,  
 May 29, 2013  
 10:39 AM

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

**Cc**

Susan runs a reference to the UI Appeal index of decn as a footer to her decn. That website is not up to date. Let's put a footer to <http://skillediowa.org/> at the bottom of our decns.

Teresa Hillary

**From:** Lewis, Devon [IWD]

**Sent:** Wednesday, May 29, 2013 10:37 AM

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

**Subject:** RE: My Iowa UI reference on decisions

Starting suggestion. Any others?

Online resources:

National Career Readiness Certificate through the Skilled Iowa Initiative: <http://skillediowa.org/>

Facts About Unemployment Handbook: <http://www.iowaworkforce.org/ui/handbook.htm>

Employer account access and information: <https://www.myiowaui.org/UITIPTaxWeb/>  
<http://www.iowaworkforce.org/ui/uiemployers.htm>

*Devon*

---

**From:** Lewis, Devon [IWD]

**Sent:** Tuesday, May 28, 2013 10:35 AM

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

**Subject:** My Iowa UI reference on decisions

The Director mentioned in the Appeals/Claims meeting last week that she would like a reference to MyIowaUI on our decisions. One ALJ (not sure who) is currently doing that and insert a reference when the E needs to make a name or address correction. The easiest way to incorporate that would be to add something to the caption that ends up at the end of the decision after our signature. Any other suggestions? Is there a similar reference for claimants we should include?

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<http://www.youtube.com/watch?v= mpCM8FGQoY>

*Devon*

**Message: RE: My Iowa UI reference on decisions****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:58 PM  
 Item ID: 40860915  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ RE: My Iowa UI reference on decisions**

**From** Hillary, Teresa [IWD]

**Date**  
 Wednesday,  
 May 29, 2013  
 10:46 AM

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

**Cc**

Look at Susan's decn on the q at 13A-UI-00580-BT. It prints at the bottom of every page, a footer.  
<http://www.iowaworforce.org/ui/appeals/index.html>

**From:** Lewis, Devon [IWD]

**Sent:** Wednesday, May 29, 2013 10:43 AM

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

**Subject:** RE: My Iowa UI reference on decisions

That would print on all pages of the decision rather than on just one?



---

**From:** Hillary, Teresa [IWD]  
**Sent:** Wednesday, May 29, 2013 10:39 AM  
**To:** Lewis, Devon [IWD]; Stephenson, Randall [IWD]; Mormann, Marlon [IWD]; Walsh, Joseph [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]  
**Subject:** RE: My Iowa UI reference on decisions

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Teresa Hillary

---

**From:** Lewis, Devon [IWD]  
**Sent:** Wednesday, May 29, 2013 10:37 AM  
**To:** Stephenson, Randall [IWD]; Mormann, Marlon [IWD]; Walsh, Joseph [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Hillary, Teresa [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]  
**Subject:** RE: My Iowa UI reference on decisions

Starting suggestion. Any others?

Online resources:

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 Facts About Unemployment Handbook: <http://www.iowaworkforce.org/ui/handbook.htm>  
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<http://www.iowaworkforce.org/ui/uiemployers.htm>

*Devon*

---

**From:** Lewis, Devon [IWD]  
**Sent:** Tuesday, May 28, 2013 10:35 AM  
**To:** Stephenson, Randall [IWD]; Mormann, Marlon [IWD]; Walsh, Joseph [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Hillary, Teresa [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]  
**Subject:** My Iowa UI reference on decisions

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<http://www.youtube.com/watch?v=mpCM8FGQoY>

*Dévon*

**Message: RE: My Iowa UI reference on decisions****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:58 PM  
 Item ID: 40860916  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: My Iowa UI reference on decisions**

**From** Hillary, Teresa [IWD]

**Date**

Wednesday,  
 May 29, 2013  
 12:22 PM

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

**Cc**

I like Devon's information that includes everything after the signature line. I included it in the decn I wrote today.

**From:** Mormann, Marlon [IWD]

**Sent:** Wednesday, May 29, 2013 11:58 AM

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

**Subject:** RE: My Iowa UI reference on decisions

If we refer to skillediowa we should tell the parties what it is.

**Marlon Mormann, Administrative Law Judge**

**515-265-3512**

---

**From:** Hillary, Teresa [IWD]**Sent:** Wednesday, May 29, 2013 10:39 AM**To:** Lewis, Devon [IWD]; Stephenson, Randall [IWD]; Mormann, Marlon [IWD]; Walsh, Joseph [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]**Subject:** RE: My Iowa UI reference on decisions

Susan runs a reference to the UI Appeal index of decn as a footer to her decn. That website is not up to date. Let's put a footer to <http://skillediowa.org/> at the bottom of our decns.

Teresa Hillary

---

**From:** Lewis, Devon [IWD]**Sent:** Wednesday, May 29, 2013 10:37 AM**To:** Stephenson, Randall [IWD]; Mormann, Marlon [IWD]; Walsh, Joseph [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Hillary, Teresa [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]**Subject:** RE: My Iowa UI reference on decisions

Starting suggestion. Any others?

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<http://www.iowaworkforce.org/ui/uiemployers.htm>

*Devon*

---

**From:** Lewis, Devon [IWD]**Sent:** Tuesday, May 28, 2013 10:35 AM**To:** Stephenson, Randall [IWD]; Mormann, Marlon [IWD]; Walsh, Joseph [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Hillary, Teresa [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]**Subject:** My Iowa UI reference on decisions

The Director mentioned in the Appeals/Claims meeting last week that she would like a reference to MyIowaUI on our decisions. One ALJ (not sure who) is currently doing that and I insert a reference when the E needs to make a name or address correction. The easiest way to incorporate that would be to add something to the caption that ends up at the end of the decision after our signature. Any other suggestions? Is there a similar reference for claimants we should include?

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<http://www.youtube.com/watch?v=mpCM8FGQoY>

*Dévon*

**Message: RE: 04631.DT - Moving Overpayment Hearing**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:31:57 PM  
Item ID: 40860887  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ RE: 04631.DT - Moving Overpayment Hearing**

**From** Hillary, Teresa [IWD]      **Date** Monday, May 13, 2013 9:29 AM  
**To** Lewis, Devon [IWD]  
**Cc**

---

 **image001.gif** (5 Kb HTML)

---

Exactly. He just should have acted long ago.

---

**From:** Lewis, Devon [IWD]  
**Sent:** Monday, May 13, 2013 9:28 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

Apparently JW's and JN's little talk with her did zero good.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, May 13, 2013 9:22 AM  
**To:** Lewis, Devon [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

She turned in exactly one decn over the weekend to wp. And that was sent Friday at 3:56 pm.

---

**From:** Lewis, Devon [IWD]  
**Sent:** Monday, May 13, 2013 9:16 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

She needs to spend her time on writing decisions instead of hyper analyzing cases not yet scheduled! Sheesh!

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, May 06, 2013 9:51 AM  
**To:** Lewis, Devon [IWD]  
**Subject:** FW: 04631.DT - Moving Overpayment Hearing

I will never understand her.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, May 06, 2013 9:50 AM  
**To:** Donner, Lynette [IWD]  
**Cc:** Benson, Joni [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

Well, I'm happy to be able to relieve you of the burden of doing research for both files. I'm sure you have other pressing things that you can do with your time. I will look for the file next week.

Thanks much for your cooperation,  
Teresa

---

**From:** Donner, Lynette [IWD]  
**Sent:** Monday, May 06, 2013 9:48 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

I didn't take any file home with me but this one. I brought this one home because it was a unique issue that might deserve a closer examination and it even looked like something that might be able to resolved without a hearing.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, May 06, 2013 9:46 AM  
**To:** Donner, Lynette [IWD]; Benson, Joni [IWD]  
**Cc:** Walsh, Joseph [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

Just happened today. The minute before I sent you the e-mail. The claimant noticed it when she got her hearing notice and called in this am. Vanessa transferred the call to me, I took the information to Joni and you were immediately notified by e-mail. Part of the discussion at the last staff meeting was the alj's who work from home would not take more than two weeks of files with them. The hearing set for you that was moved was for May 29. Today is May 6 so you have files with you that are 23 days out from hearing. Why are you taking more than two weeks of files home with you? If the file had been left at the office, there would be no need for you to deal with it.

---

**From:** Donner, Lynette [IWD]  
**Sent:** Monday, May 06, 2013 9:40 AM

**To:** Hillary, Teresa [IWD]; Benson, Joni [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

I already did the research on Friday. Will leave it in the file. Will bring in the file next week and will put it in Tere's box.

Please let me know asap when a file that has been previously scheduled for me is being moved to someone else. I pretty much keep track of my advance scheduling on a daily basis.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, May 06, 2013 9:37 AM  
**To:** Benson, Joni [IWD]; Donner, Lynette [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

Pls bring the files back to me. I am handling both of them. No need to do independent research.

Thanks much

Teresa

---

**From:** Benson, Joni [IWD]  
**Sent:** Monday, May 06, 2013 9:33 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** FW: 04631.DT - Moving Overpayment Hearing

FYI

---

**From:** Donner, Lynette [IWD]  
**Sent:** Monday, May 06, 2013 9:33 AM  
**To:** Benson, Joni [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

So 04630 is also being moved from me to Terri? I had pulled the file and brought it home with me because it appears there are different issues I have been researching/checking into.

---

**From:** Benson, Joni [IWD]  
**Sent:** Monday, May 06, 2013 9:30 AM  
**To:** Donner, Lynette [IWD]; Hillary, Teresa [IWD]  
**Cc:** Anderson, Donnell [IWD]  
**Subject:** 04631.DT - Moving Overpayment Hearing

Lynette,

The overpayment case (04631.DT) should have been scheduled with hearing 04630.H2T. I am moving the overpayment case from you to Teresa.

Donni, please give this file to Teresa.

APPLE H2 051613 WEEKLY ITINERARY FOR TERESA HILLARY 09:27:40  
05/06/2013



TIME	APPEAL #	APPELLANT	RESPONDENT
LOC			
THURSDAY MAY 16, 2013			
02:30	13AUI 04630	HOLWERDA, SHERI	HOLWERDA LAW OFFICE
TE			
02:35	13AUI 04631	HOLWERDA, SHERI	TE

### Joni K. Benson

Iowa Workforce Development - UI Appeals  
Ph: 515-281-8484 FAX: 515-242-5144  
email: [joni.benson@iwd.iowa.gov](mailto:joni.benson@iwd.iowa.gov)



*Please consider the environment before printing this e-mail.*

**Message: Check your case lists this week.**

---

**Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:57 PM  
 Item ID: 40860890  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **Check your case lists this week.**

**From** Hillary, Teresa [IWD]

**Date**  
 Monday,  
 May 13,  
 2013 3:37  
 PM

**To** Benson, Joni [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Walsh, Joseph [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]; Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]

**Cc**

Today we found some cases where the ALJ had sent in the decn but was not on the WP log nor had it been pulled by WP. When you get your case lists from your clerk, pls check to see if you have not already sent in the decn but it has not been pulled or processed. Would you pls let me know if you do find any like that so I can hunt down the problem.

Thanks much

Teresa

**Message: FW: Check your case lists this week.****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:57 PM  
 Item ID: 40860891  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **FW: Check your case lists this week.**

<b>From</b>	Hillary, Teresa [IWD]	<b>Date</b>
		Tuesday, May 14, 2013 8:36 AM
<b>To</b>	Scott, Cheryll [IWD]; Shroyer, Paula [IWD]; Levell, Terra [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Walsh, Joseph [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]	
<b>Cc</b>	Benson, Joni [IWD]; Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]	

Marlon is finding this regularly. We are going to do a better job in the office of checking off the task lists. If you find more pls let me know.

---

**From:** Mormann, Marlon [IWD]  
**Sent:** Tuesday, May 14, 2013 8:18 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** RE: Check your case lists this week.

I find this every week. I have a log that I check off when

pulled. At the end of the week I inquire as to cases not pulled. I get one or two every week that are done but no pulled email is submitted. This is SOP.

**Marlon Mormann, Administrative Law Judge**  
**515-265-3512**

---

**From:** Hillary, Teresa [IWD]

**Sent:** Monday, May 13, 2013 3:37 PM

**To:** Benson, Joni [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Walsh, Joseph [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]; Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]

**Subject:** Check your case lists this week.

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Thanks much

Teresa

**Message: RE: FAXES****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:57 PM  
 Item ID: 40860885  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: FAXES**

**From** Hillary, Teresa [IWD]      **Date** Monday, May 13, 2013 9:29 AM  
**To** Lewis, Devon [IWD]  
**Cc**

 [image002.gif](#) (5 Kb HTML)

Thanks, the electronic exhibit file etc would solve problem. That is if the idea ever gets off the ground. So far, nuthin done on it as far as I know.

---

**From:** Lewis, Devon [IWD]  
**Sent:** Monday, May 13, 2013 9:27 AM  
**To:** Wise, Steve [IWD]; Benson, Joni [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]; Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Hillary, Teresa [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Walsh, Joseph [IWD]; Wise, Debra [IWD]  
**Subject:** RE: FAXES

When I see duplication in hearing documents I instruct parties and reps for future reference to please not resend docs already sent because it doubles use of staff time, mailing costs, paper, etc. I do tell them it is more efficient to call and ask if something was received if they are uncertain. I'm hoping electronic submission of documents will largely take care of this type of issue.

---

**From:** Wise, Steve [IWD]  
**Sent:** Tuesday, May 07, 2013 9:34 AM  
**To:** Benson, Joni [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]; Alexander, Marty [IWD];

Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Hillary, Teresa [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Walsh, Joseph [IWD]; Wise, Debra [IWD]  
**Subject:** RE: FAXES

Only 2 of probably 1500 pages made it into the record. Most ridiculous waste of paper I have seen in my 27 years as an ALJ. I'm thinking about reporting him to the Arbor Day Foundation and have them contact him about planting trees to replace those he killed. It was a consolidated case with 4 claimants and he actually thought he need to mail and fax (because he sent things in at the last minute) duplicate info for each claimant including a 200 page plus manual of policies and procedures. Same was faxed and mailed to the employer.

---

**From:** Benson, Joni [IWD]

**Sent:** Tuesday, May 07, 2013 9:22 AM

**To:** Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]; Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Hillary, Teresa [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Walsh, Joseph [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]

**Subject:** FAXES

Our Fax has been running (and jamming) because of over 1,000 pages for one exhibit yesterday. That means that some of the exhibits, etc. that you receive today (May 7<sup>th</sup>) will be date stamped for May 6<sup>th</sup> because they are just now coming through.

That way no one wonders why they are just now getting them.

ALJs – Steve was the unfortunate recipient of the 1,000 page exhibit. ☹ So the rest of you can start breathing again☺

Thanks everyone!

-Joni

**Message: RE: 04631.DT - Moving Overpayment Hearing****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:57 PM  
 Item ID: 40860883  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ RE: 04631.DT - Moving Overpayment Hearing**

**From** Hillary, Teresa [IWD] **Date** Monday, May 13, 2013 9:22 AM  
**To** Lewis, Devon [IWD]  
**Cc**

 **image001.gif** (5 Kb HTML)

She turned in exactly one decn over the weekend to wp. And that was sent Friday at 3:56 pm.

---

**From:** Lewis, Devon [IWD]  
**Sent:** Monday, May 13, 2013 9:16 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

She needs to spend her time on writing decisions instead of hyper analyzing cases not yet scheduled! Sheesh!

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, May 06, 2013 9:51 AM  
**To:** Lewis, Devon [IWD]  
**Subject:** FW: 04631.DT - Moving Overpayment Hearing

I will never understand her.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, May 06, 2013 9:50 AM  
**To:** Donner, Lynette [IWD]

**Cc:** Benson, Joni [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

Well, I'm happy to be able to relieve you of the burden of doing research for both files. I'm sure you have other pressing things that you can do with your time. I will look for the file next week.

Thanks much for your cooperation,  
Teresa

---

**From:** Donner, Lynette [IWD]  
**Sent:** Monday, May 06, 2013 9:48 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

I didn't take any file home with me but this one. I brought this one home because it was a unique issue that might deserve a closer examination and it even looked like something that might be able to resolved without a hearing.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, May 06, 2013 9:46 AM  
**To:** Donner, Lynette [IWD]; Benson, Joni [IWD]  
**Cc:** Walsh, Joseph [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

Just happened today. The minute before I sent you the e-mail. The claimant noticed it when she got her hearing notice and called in this am. Vanessa transferred the call to me, I took the information to Joni and you were immediately notified by e-mail. Part of the discussion at the last staff meeting was the alj's who work from home would not take more than two weeks of files with them. The hearing set for you that was moved was for May 29. Today is May 6 so you have files with you that are 23 days out from hearing. Why are you taking more than two weeks of files home with you? If the file had been left at the office, there would be no need for you to deal with it.

---

**From:** Donner, Lynette [IWD]  
**Sent:** Monday, May 06, 2013 9:40 AM  
**To:** Hillary, Teresa [IWD]; Benson, Joni [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

I already did the research on Friday. Will leave it in the file. Will bring in the file next week and will put it in Tere's box.

Please let me know asap when a file that has been previously scheduled for me is being moved to someone else. I pretty much keep track of my advance scheduling on a daily basis.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, May 06, 2013 9:37 AM  
**To:** Benson, Joni [IWD]; Donner, Lynette [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

Pls bring the files back to me. I am handling both of them. No need to do independent research.



Thanks much

Teresa

---

**From:** Benson, Joni [IWD]  
**Sent:** Monday, May 06, 2013 9:33 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** FW: 04631.DT - Moving Overpayment Hearing

FYI

---

**From:** Donner, Lynette [IWD]  
**Sent:** Monday, May 06, 2013 9:33 AM  
**To:** Benson, Joni [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

So 04630 is also being moved from me to Terri? I had pulled the file and brought it home with me because it appears there are different issues I have been researching/checking into.

---

**From:** Benson, Joni [IWD]  
**Sent:** Monday, May 06, 2013 9:30 AM  
**To:** Donner, Lynette [IWD]; Hillary, Teresa [IWD]  
**Cc:** Anderson, Donnell [IWD]  
**Subject:** 04631.DT - Moving Overpayment Hearing

Lynette,

The overpayment case (04631.DT) should have been scheduled with hearing 04630.H2T. I am moving the overpayment case from you to Teresa.

Donni, please give this file to Teresa.

APLE H2 051613 WEEKLY ITINERARY FOR TERESA HILLARY 09:27:40  
 05/06/2013

TIME	APPEAL #	APPELLANT	RESPONDENT
LOC			

THURSDAY MAY 16, 2013

02:30	13AUI 04630	HOLWERDA, SHERI	HOLWERDA LAW OFFICE
TE			

02:35	13AUI 04631	HOLWERDA, SHERI	TE
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## Joni K. Benson

Iowa Workforce Development - UI Appeals  
 Ph: 515-281-8484 FAX: 515-242-5144  
 email: [joni.benson@iwd.iowa.gov](mailto:joni.benson@iwd.iowa.gov)



*Please consider the environment before printing this e-mail.*

---

**Message: RE: 3 main issues to address with Claims**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:31:57 PM  
Item ID: 40860861  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: 3 main issues to address with Claims**

---

**From** Hillary, Teresa [IWD]      **Date** Tuesday, April 23, 2013 12:32 PM  
**To** Lewis, Devon [IWD]  
**Cc** Walsh, Joseph [IWD]

---

There's ALWAYS more meetings. ☺

---

**From:** Lewis, Devon [IWD]  
**Sent:** Tuesday, April 23, 2013 12:31 PM  
**To:** Hillary, Teresa [IWD]  
**Cc:** Walsh, Joseph [IWD]  
**Subject:** FW: 3 main issues to address with Claims

---

**From:** Lewis, Devon [IWD]  
**Sent:** Tuesday, April 23, 2013 12:29 PM  
**To:** Wise, Debra [IWD]  
**Subject:** RE: 3 main issues to address with Claims

1 and 2 are already in my notes. I'll add 3 and wait for more info on 4. I'm sure there will be more meetings.

---

**From:** Wise, Debra [IWD]  
**Sent:** Monday, April 22, 2013 8:58 PM  
**To:** Lewis, Devon [IWD]; Hillary, Teresa [IWD]  
**Cc:** Walsh, Joseph [IWD]  
**Subject:** 3 main issues to address with Claims

1. If there is an employment Separation for health reasons, also issue an A & A decision – right away. Many times the determinations says VQ for health reasons, but on NRMO they input it as an A & A.
2. Set out the difference between still employed same hours and wages and partially unemployed. Many determinations holding a claimant not eligible for same hours and wages penalize a claimant for accepting a part time job after they have lost their full time job. **(I would really like to be part of this discussion. I don't think these 2 provision are understood and should be discussed.)**
3. When we remand for an overpayment (when we reverse a determination that initially held a claimant eligible) since we have directed the Claims to decide overpayment and waiver of overpayment, why can't they put in the overpayment determination a claimant is not eligible for a waiver of the overpayment and the reason why.
4. The timely protest while is an issue - I'll get more info to you later and is not as major a concern as the others.

**Message: RE: you've got #4361 - have fun****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:57 PM  
 Item ID: 40860876  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: you've got #4361 - have fun**

**From** Hillary, Teresa [IWD]      **Date** Friday, May 03, 2013 3:30 PM  
**To** Lewis, Devon [IWD]  
**Cc**

Oy vey

---

**From:** Lewis, Devon [IWD]  
**Sent:** Friday, May 03, 2013 3:25 PM  
**To:** Hillary, Teresa [IWD]  
**Subject:** FW: you've got #4361 - have fun

Wtf?

---

**From:** Ackerman, Susan [IWD]  
**Sent:** Thursday, May 02, 2013 10:04 AM  
**To:** Lewis, Devon [IWD]  
**Subject:** you've got #4361 - have fun

This claimant argued for an hour and then I had to cut him off – he was ticked because he wanted the ff evidence and he said he called in and someone (Myra?) told him the hearings covered the same issues but different dates. Mine was the separation and yours is the A&A. I considered doing both but after I listened to him a bit, decided that wouldn't be the best case.

APLT 371805748      APPEAL CASE PHONE NUMBERS      10:02:47    05/0  
 CLAIMANT NAME: DAVIES, BRYAN, R

OC DATE	REF#	APPEAL #	FILED	APLNT	DISP
02/24/2013	01	13 A UI 03711	03/28/2013	EMPLR	ACTIVE
02/24/2013	03	13 A UI 04361	04/11/2013	EMPLR	ACTIVE

*Administrative Law Judge Susan Ackerman*

Iowa Unemployment Insurance Appeals

1000 East Grand Avenue

Des Moines, Iowa 50319

Phone: (515) 281-3747

Fax: (515) 242-5144

[Susan.ackerman@iwd.iowa.gov](mailto:Susan.ackerman@iwd.iowa.gov)

**Message: FW: 04631.DT - Moving Overpayment Hearing****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:57 PM  
 Item ID: 40860880  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ FW: 04631.DT - Moving Overpayment Hearing**

**From** Hillary, Teresa [IWD]      **Date** Monday, May 06, 2013 9:51 AM  
**To** Lewis, Devon [IWD]  
**Cc**

 **image001.gif** (5 Kb HTML)

I will never understand her.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, May 06, 2013 9:50 AM  
**To:** Donner, Lynette [IWD]  
**Cc:** Benson, Joni [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

Well, I'm happy to be able to relieve you of the burden of doing research for both files. I'm sure you have other pressing things that you can do with your time. I will look for the file next week.

Thanks much for your cooperation,  
 Teresa

---

**From:** Donner, Lynette [IWD]  
**Sent:** Monday, May 06, 2013 9:48 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

I didn't take any file home with me but this one. I brought this one home because it was a unique issue that might deserve a closer examination and it even looked like something that might be able to resolved without a hearing.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, May 06, 2013 9:46 AM  
**To:** Donner, Lynette [IWD]; Benson, Joni [IWD]  
**Cc:** Walsh, Joseph [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

Just happened today. The minute before I sent you the e-mail. The claimant noticed it when she got her hearing notice and called in this am. Vanessa transferred the call to me, I took the information to Joni and you were immediately notified by e-mail. Part of the discussion at the last staff meeting was the alj's who work from home would not take more than two weeks of files with them. The hearing set for you that was moved was for May 29. Today is May 6 so you have files with you that are 23 days out from hearing. Why are you taking more than two weeks of files home with you? If the file had been left at the office, there would be no need for you to deal with it.

---

**From:** Donner, Lynette [IWD]  
**Sent:** Monday, May 06, 2013 9:40 AM  
**To:** Hillary, Teresa [IWD]; Benson, Joni [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

I already did the research on Friday. Will leave it in the file. Will bring in the file next week and will put it in Tere's box.

Please let me know asap when a file that has been previously scheduled for me is being moved to someone else. I pretty much keep track of my advance scheduling on a daily basis.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, May 06, 2013 9:37 AM  
**To:** Benson, Joni [IWD]; Donner, Lynette [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing

Pls bring the files back to me. I am handling both of them. No need to do independent research.

Thanks much

Teresa

---

**From:** Benson, Joni [IWD]  
**Sent:** Monday, May 06, 2013 9:33 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** FW: 04631.DT - Moving Overpayment Hearing

FYI

---

**From:** Donner, Lynette [IWD]  
**Sent:** Monday, May 06, 2013 9:33 AM  
**To:** Benson, Joni [IWD]  
**Subject:** RE: 04631.DT - Moving Overpayment Hearing



So 04630 is also being moved from me to Terri? I had pulled the file and brought it home with me because it appears there are different issues I have been researching/checking into.

---

**From:** Benson, Joni [IWD]  
**Sent:** Monday, May 06, 2013 9:30 AM  
**To:** Donner, Lynette [IWD]; Hillary, Teresa [IWD]  
**Cc:** Anderson, Donnell [IWD]  
**Subject:** 04631.DT - Moving Overpayment Hearing

Lynette,

The overpayment case (04631.DT) should have been scheduled with hearing 04630.H2T. I am moving the overpayment case from you to Teresa.

Donni, please give this file to Teresa.

APLE H2 051613 WEEKLY ITINERARY FOR TERESA HILLARY 09:27:40  
 05/06/2013

TIME	APPEAL #	APPELLANT	RESPONDENT
LOC			

THURSDAY MAY 16, 2013

02:30	13AUI 04630	HOLWERDA, SHERI	HOLWERDA LAW OFFICE
TE			

02:35	13AUI 04631	HOLWERDA, SHERI	TE
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## Joni K. Benson

Iowa Workforce Development - UI Appeals  
 Ph: 515-281-8484 FAX: 515-242-5144  
 email: [joni.benson@iwd.iowa.gov](mailto:joni.benson@iwd.iowa.gov)



*Please consider the environment before printing this e-mail.*

**Message: FW: ALJ cases for Clark Kauffman****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:56 PM  
 Item ID: 40860853  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ FW: ALJ cases for Clark Kauffman**

**From** Hillary, Teresa [IWD] **Date** Thursday, April 18, 2013 4:49 PM  
**To** Lewis, Devon [IWD]  
**Cc**

---

**From:** Benson, Joni [IWD]  
**Sent:** Wednesday, April 17, 2013 3:50 PM  
**To:** Koonce, Kerry [IWD]  
**Cc:** Walsh, Joseph [IWD]; Hillary, Teresa [IWD]  
**Subject:** RE: ALJ cases for Clark Kauffman

Kerry – Teresa is on her way to your office.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Wednesday, April 17, 2013 3:47 PM  
**To:** Benson, Joni [IWD]  
**Cc:** Walsh, Joseph [IWD]  
**Subject:** ALJ cases for Clark Kauffman

Joni,

I've reviewed all of the hearings requested by Clark. Nothing needs to be redacted from any hearing. Donni has made a CD of each of these hearings and a clean copy of each decn and they are ready to go to Kerry so she can get them to Clark. The Susan L. Ott case involved two employees who were sisters. The sister Christina was the supervisor and was also fired for the same behavior. Her case was heard by ALJ Ackerman in 13A-UI-02138-BT and I had Donni make a CD of that case also in case Clark wants it after he listens to ALJ Nice's case for Susan Ott. Both ALJ Nice and ALJ Ackerman denied benefits for each of the respective sisters.

13A-UI-01132-ET---CI denied benefits as a substitute teacher b/c he has 3<sup>rd</sup> degree sexual abuse charges pending against him.

13A-UI-02351-NT---CI denied benefits after she and her sister carried an easy bake oven around the workplace with people shaped cookies in it and made comments about "burning Jews" on Hanukah.

13A-UI-02600-BT---CI denied benefits after DHS determined she was not eligible to receive Medicaid dollars due

to fraud. Criminal fraud charges pending against her.

13A-UI-02706-HT---Cl denied benefits for inappropriate fraternization with one of the students he was providing services for, including buying the student sleep aids after prior warning for the same behavior. Currently on appeal to the EAB.

13A-UI-02138-BT---Cl denied benefits after she and her sister carried an easy bake oven around the workplace with people shaped cookies in it and made comments about "burning Jews" on Hanukah. Clark has not asked for this case but it is related to the one above.

Thanks much

Teresa

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

---

**Case Information:**


Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:56 PM  
 Item ID: 40860856  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

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

**From** Hillary, Teresa [IWD] **Date** Tuesday, April 23, 2013 8:53 AM  
**To** Lewis, Devon [IWD]; Benson, Joni [IWD]  
**Cc** Walsh, Joseph [IWD]

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

---

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

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

APPEAL CASE PHONE NUMBERS 08:35:37 04/23/2013

APPEAL#: 13 A UI 02883 SSN: [REDACTED]  
HEARING: 04/24/2013 01:00 PM ALJ: L

CLAIMANT - SCREEN 1:

BRODERSEN, KRISTIN, G 218 515 681 5935  
RICHARD MUELLER 218 515 681 9205

EMPLOYER - SCREEN 1:

MARRIOTT HOTEL SERVICES I 000 000 0000

APPEAL CASE PHONE NUMBERS 08:37:28 04/23/2013

APPEAL#: 13 A UI 02638 SSN: [REDACTED]  
HEARING: 04/24/2013 02:00 PM ALJ: L

CLAIMANT - SCREEN 1:

LOPEZ AGUILAR, JUAN, A 000 000 0000

EMPLOYER - SCREEN 1:

FARMLAND FOODS INC 000 000 0000  
1. TERRY BRIEZE 109 712 263 7396

tet

*Dévon*

**Message: FW: 07255.h 3pm on 8/27****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:08 PM  
 Item ID: 40861227  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ FW: 07255.h 3pm on 8/27**

**From** Hillary, Teresa [IWD] **Date** Monday, July 29, 2013 10:42 AM  
**To** Anderson, Donnell [IWD]  
**Cc** Lewis, Devon [IWD]

Fyi

How that case was resolved.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, July 29, 2013 10:42 AM  
**To:** Hendricksmeier, Bonny [IWD]  
**Cc:** Ackerman, Susan [IWD]; Scheetz, Beth [IWD]; Benson, Joni [IWD]; Donner, Lynette [IWD]  
**Subject:** FW: 07255.h 3pm on 8/27

I spoke to this cl this am. She said Judge Elder told her she would receive benefits. The claimant was the appealing party. She said Judge Elder told her she would win after her hearing was held. I do not think there was any hearing held. There is no voice file and no decn so the case was reset for Bonny on August 27, 2013. Needless to say the claimant is really upset.

The claimant had also spoken to Judge Donner about her A & A case. She said Judge Donner told her she did not understand how the claimant could win her separation case ( the one with Julie) without a hearing b/c the claimant was the appealing party. I just pulled the file to look at the cases. The ER rep sent in a WD to the appeal for Lynette's case, not Julies. The problem is that the ER was not the appealing party in Julie's case. Hence, the cl is dq'd and the only way to get that changed is via a hearing. (Not saying cl should win, only that she needs a hearing on the merits) The ER wd in the A & A case that Lynette held, not the separation case in front of Julie. My guess is that the ER wd their appeal of the A & A case since they won the separation case.

So, this cl is now scheduled for hearing with Bonny on August 27. She will be really upset at the time of the hearing as she was planning on getting paid benefits. I am going to call her back and explain that Julie mistakenly thought the ER was wd from the separation case. I called her back

and explained again that she needed a hearing and the wd mistake.

Just a heads up to all who are handling these cases as there will probably be upset parties.

**Teresa K. Hillary**

Iowa Workforce Development  
1000 E Grand Avenue  
Des Moines IA 50319


Phone: 515.725.2683

FAX: 515.242.5144

---

**From:** Anderson, Donnell [IWD]  
**Sent:** Monday, July 29, 2013 9:44 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** 07255.h 3pm on 8/27

This claimant called in because she said she had already had a hearing with Judge Elder and that Julie told her that she would be receiving benefits. She said that we should be able to listen to the recording and see that she should get benefits and is pretty upset that she has to have the hearing again. I do not see any recording on the "R" drive for this file. I said I would have a judge call her back at the number below.

APPEAL#: 13 A UI 07255 SSN:   
HEARING: 08/27/2013 03:00 PM ALJ: H

CLAIMANT - SCREEN 1:  
MONNAHAN, STACIA, M 298 309 206 5193

**Message: RE: ALJ cases****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:56 PM  
 Item ID: 40860849  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: ALJ cases**

**From** Hillary, Teresa [IWD] **Date** Wednesday, April 17, 2013 12:42 PM  
**To** Benson, Joni [IWD]; Anderson, Donnell [IWD];  
 Wise, Steve [IWD]  
**Cc** Walsh, Joseph [IWD]

Yes, I will listen to them now. When is Clark due into the office to listen to them.

---

**From:** Benson, Joni [IWD]  
**Sent:** Wednesday, April 17, 2013 12:41 PM  
**To:** Anderson, Donnell [IWD]; Wise, Steve [IWD]  
**Cc:** Hillary, Teresa [IWD]; Walsh, Joseph [IWD]  
**Subject:** FW: ALJ cases  
**Importance:** High

Donni – I need you to burn CDs for the following cases. Teresa, do you want to listen to them? See email below from Kerry Koonce and Clark Kauffman....

13A-UI-01132-ET (Daniel Farmer)  
 13A-UI-02351-NT (Susan L. Ott)  
 13A-UI-02600-BT (Sharon Brown)  
 13A-UI-02706-HT (Vincent E. Rogers)

---

**From:** Koonce, Kerry [IWD]  
**Sent:** Wednesday, April 17, 2013 12:37 PM  
**To:** Benson, Joni [IWD]  
**Subject:** FW: ALJ cases

See below

Kerry Koonce  
 Communications Director  
 Iowa Workforce Development



1000 East Grand Avenue  
Des Moines, IA 50319  
T: 515-281-9646  
F: 515-281-4698  
C: 515-681-2230

---

**From:** Kauffman, Clark [<mailto:ckauffma@desmoine.gannett.com>]  
**Sent:** Wednesday, April 17, 2013 12:29 PM  
**To:** Koonce, Kerry [IWD]  
**Subject:** ALJ cases

Kerry,

I need to listen to the audio of these unemployment hearings. (I don't need exhibits.)  
If the workstation I used to use is still unavailable, I can use the public-access terminal in the lobby. Or you can burn the files to disc, whichever is easier...

**13A-UI-01132-ET (Daniel Farmer)**  
**13A-UI-02351-NT (Susan L. Ott)**  
**13A-UI-02600-BT (Sharon Brown)**  
**13A-UI-02706-HT (Vincent E. Rogers)**

*Clark Kauffman*  
*Des Moines Register*  
*(515) 284-8233*  
[ckauffman@dmreg.com](mailto:ckauffman@dmreg.com)

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

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:31:56 PM  
Item ID: 40860851  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

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

**From** Hillary, Teresa [IWD] **Date** Wednesday, April 17, 2013 1:50 PM  
**To** Lewis, Devon [IWD]  
**Cc**

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

---

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

FYI - Another lack of written message issue.

---

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

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

---

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

I can not find it.  
Sorry

---

**From:** Lewis, Devon [IWD]  
**Sent:** Wednesday, April 17, 2013 1:12 PM  
**To:** Oatts, Sandra [IWD]

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

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

*Devon*

---

**From:** Lewis, Devon [IWD]

**Sent:** Wednesday, April 17, 2013 1:11 PM

**To:** Ziegler, Vanessa [IWD]

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

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

---

**From:** Ziegler, Vanessa [IWD]

**Sent:** Wednesday, April 17, 2013 12:16 PM

**To:** Lewis, Devon [IWD]

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

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

---

**From:** Lewis, Devon [IWD]

**Sent:** Wednesday, April 17, 2013 9:35 AM

**To:** Ziegler, Vanessa [IWD]

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

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

---

**From:** Ziegler, Vanessa [IWD]

**Sent:** Wednesday, April 17, 2013 6:17 AM

**To:** Lewis, Devon [IWD]

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

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

---

**From:** Lewis, Devon [IWD]

**Sent:** Tuesday, April 16, 2013 2:41 PM

**To:** Ziegler, Vanessa [IWD]

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

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

---

**From:** Ziegler, Vanessa [IWD]

**Sent:** Monday, April 15, 2013 3:56 PM

**To:** Lewis, Devon [IWD]

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

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

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

CLAIMANT - SCREEN 1:

SEIVERT, BRUCE, A 254 712 754 3315

EMPLOYER - SCREEN 1:

IOWA DRYING & PROCESSION 000 000 0000  
JIM WIERSMA 011 712 754 5012  
KEN DETTERS 011 712 754 5011

**Message: FW: Gone****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:55 PM  
 Item ID: 40860839  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ FW: Gone**

**From** Hillary, Teresa [IWD]      **Date** Wednesday, April 10, 2013 10:17 AM  
**To** Lewis, Devon [IWD]  
**Cc**

[📎](#) **Out\_of\_State\_Travel\_Worksheet (Steve Wise 4--9-13).doc** (92 Kb HTML)

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**From:** Wise, Steve [IWD]  
**Sent:** Tuesday, April 09, 2013 8:30 AM  
**To:** Walsh, Joseph [IWD]; Hillary, Teresa [IWD]  
**Cc:** Benson, Joni [IWD]  
**Subject:** RE: Gone

I was unaware of this trip. I will take care of getting the room cleaned out and Terra moved.

You had approved my travel to the NAALJ Midyear April 14 – 16. Unfortunately, I did not submit my Out of State Travel Worksheet to you before you left. The completed worksheet is attached.

---

**From:** Walsh, Joseph [IWD]  
**Sent:** Tuesday, April 09, 2013 1:14 AM  
**To:** Hillary, Teresa [IWD]; Wise, Steve [IWD]  
**Cc:** Benson, Joni [IWD]; Nelson, Jon [IWD]  
**Subject:** Gone

I will be in London/Ireland/France from April 9, to April 19. You can email me. Sorry to be completing all this last moment. I will check my work email when I can get on wi-fi. I will probably check my yahoo account more frequently. My personal cell phone will be operational but it is hard for me to imagine a circumstance for that to get called (FBI raids my office .... Nah, even then do not bother although it would be nice to get tipped off if I should not come back).

Joni will need to work with Vicki Sande to approve timesheets Thursday. If serious personnel issues arise, Teresa will work through Jon Nelson. Teresa may get invited to Leadership Team meeting Tuesday afternoon at 3 p.m. (either this week or next). Teresa – If you do, I am sorry. I had to offer someone up. It is basically a high-level

show and tell (a little bragging, some whining, a tidbit of gossip). You will have to make a report from Appeals. I will call you this morning to go over your instructions if you end up having to go to this meeting. Again ... sorry.

One project which needs to get started (and possibly completed) before I am back is getting Terra moved over to this side. I already spoke with Diana D. about getting the corner piece back in the equipment room (the little office next to mine). That is where she is going to have to go temporarily until I can figure something else out. We need to keep this project on the DL as there is still a moratorium on moving. It would be fantastic if Teresa and Joni could try to spend a little time with her and develop a relationship with her. I have done a terrible job of this. She is terribly stressed and I am worried about her. Steve if you could clear the equipment we do not need out of there asap I will remind Diana to get it set up. The sooner the better; I would like to avoid giving Beth another week at home. ☺

If the media contacts us, either Teresa or Steve need to review and sanitize the file, prepare a CD and give it to Kerry Koonce.

Steve – I will put the cases that need pulled for DOL in your tray in the ALJ room.

*Joseph L. Walsh*

Chief Administrative Law Judge  
Unemployment Insurance Appeals  
1000 East Grand Avenue  
Des Moines, Iowa 50319  
Phone: (515) 281-8119  
[joseph.walsh@iwd.iowa.gov](mailto:joseph.walsh@iwd.iowa.gov)

### Out-of-State Travel Request Worksheet

If attending more than one conference or convention, please complete separate Worksheets.

Name		Steven Wise		Employee Vendor Number		wisesteve63	
Title		Administrative Law Judge II		IWD Department Number		309	
Division		UI Appeals		# Previous Trips this FY		1	
Additional staff/Contractors attending?		Yes, Lynette Donner					
Departure From:		Des Moines IA		Traveling to:		Williamsburg VA	
Leaving Date		April 14, 2013		Returning Date		April 16, 2013	
Mode of Travel:		Air <input checked="" type="checkbox"/> Personal Vehicle <input type="checkbox"/>		State Vehicle <input type="checkbox"/>		Train <input type="checkbox"/> Other <input type="checkbox"/>	
Name of meeting/conference		National Administrative Law Judiciary Midyear Educational Conference					
Start Date		April 14, 2013		End Date		April 16, 2013	
Reason for Travel:		Training and Continuing Legal Education credit					
Normal Job Duties		<input type="checkbox"/> Meeting <input type="checkbox"/>		<input checked="" type="checkbox"/> Training		<input checked="" type="checkbox"/> Conference/Seminar/Forum	
Staff Development		<input type="checkbox"/> Required by Federal		<input type="checkbox"/>		Other <input type="checkbox"/>	
Explanation for Travel:		Training					
Are expenses being fully/partially reimbursed by an outside organization? If Yes, state above.						Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Breakdown of Funds		State %		Federal %		Other 100 %	
						Explain: 100% Personal Expense	
<b>ESTIMATED COSTS</b>		<b>LEVEL OF CITY (1-4)</b>		<b>FUND</b>		<b>Cost Code</b>	
Air Fare	\$ 0.00	Personal	\$ 0.00	Rental Vehicle	\$ 0.00	Train	\$ 0.00

Vehicle									
Baggage Fees	\$ 0.00	Parking	\$ 0 (airport @ \$5/day max; hotel parking as charged)						
Meals	\$ 0								
Lodging:	Per night	\$ 0	+ Tax	\$ 0	x No. of Nights	0	=	\$ 0	
Registration:									\$ 0
Ground Transportation	Cab	\$ 0	Shuttle	\$ 0	Other	\$ 0			
Other	\$ 0	List "Other"							
Total Dollars for Travel:								\$ 0	
Signature of Immediate Supervisor									
Signature/Approval of Bureau Chief/Division Administrator (if different from Immediate Supervisor)									

### Out-of-State Meal Rates

	Level 1	Level 2	Level 3	Level 4
Breakfast	\$ 7.00	\$ 7.00	\$ 8.00	\$ 9.00
Lunch	8.00	9.00	10.00	11.00
Dinner	16.00	21.00	25.00	30.00
	\$31.00	\$37.00	\$43.00	\$50.00

Meal Calculation Workspace:

Breakfasts	\$	x No. of Breakfasts	= \$	0.00
Lunches	\$	x No. of Lunches	= \$	0.00
Dinners	\$	x No. of Dinners	= \$	0.00
Total for meals			= \$	0.00

#### NOTES

- If the cost for Training EXCEEDS \$5,000 – it may be necessary for the staff person to sign a Letter of Retention Agreement before approval.
-



**Message: RE: Gone**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:31:55 PM  
Item ID: 40860838  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: Gone**

**From** Hillary, Teresa [IWD]      **Date** Wednesday, April 10, 2013 10:30 AM  
**To** Lewis, Devon [IWD]  
**Cc**

---

LD is on annual the whole week. Grrrrr

---

**From:** Lewis, Devon [IWD]  
**Sent:** Wednesday, April 10, 2013 10:27 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** RE: Gone

I don't think he will get paid for this – we had to submit these as if we were going to get paid just to get admin leave time. State logic.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Wednesday, April 10, 2013 10:17 AM  
**To:** Lewis, Devon [IWD]  
**Subject:** FW: Gone

---

**From:** Wise, Steve [IWD]  
**Sent:** Tuesday, April 09, 2013 8:30 AM  
**To:** Walsh, Joseph [IWD]; Hillary, Teresa [IWD]  
**Cc:** Benson, Joni [IWD]  
**Subject:** RE: Gone

I was unaware of this trip. I will take care of getting the room cleaned out and Terra moved.

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---

**From:** Walsh, Joseph [IWD]

**Sent:** Tuesday, April 09, 2013 1:14 AM  
**To:** Hillary, Teresa [IWD]; Wise, Steve [IWD]  
**Cc:** Benson, Joni [IWD]; Nelson, Jon [IWD]  
**Subject:** Gone

I will be in London/Ireland/France from April 9, to April 19. You can email me. Sorry to be completing all this last moment. I will check my work email when I can get on wi-fi. I will probably check my yahoo account more frequently. My personal cell phone will be operational but it is hard for me to imagine a circumstance for that to get called (FBI raids my office .... Nah, even then do not bother although it would be nice to get tipped off if I should not come back).

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Steve – I will put the cases that need pulled for DOL in your tray in the ALJ room.

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[joseph.walsh@iwd.iowa.gov](mailto:joseph.walsh@iwd.iowa.gov)

**Message: Word Processing**

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**Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:56 PM  
 Item ID: 40860848  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **Word Processing**

<b>From</b>	Hillary, Teresa [IWD]	<b>Date</b>
		Friday, April 12, 2013 4:17 PM
<b>To</b>	Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Walsh, Joseph [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]; Levell, Terra [IWD]; Scott, Cheryl [IWD]; Shroyer, Paula [IWD]	
<b>Cc</b>	Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Benson, Joni [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]	

---

Paula and Cheryl will be in the office on Wednesday April 17 working with Steve to get their new computers up and running. They will each still take care of their own 1/3 of the decn sent in by the ALJ's but be mindful of your due dates next week knowing that WP for those two may be delayed by a day.

**Message: Tip Sheet for off duty conduct**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:28 PM  
Item ID: 40861769  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **Tip Sheet for off duty conduct**

**From** Hendricksmeier, Bonny [IWD]

**Date**  
Saturday,  
November 09,  
2013 2:02 PM

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

**Cc**

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 [tipsheet.doc](#) (33 Kb HTML)

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The director has ordered me to do a tip sheet for employers about employees discharged for off duty conduct. I submitted the attached but she feels there needs to be more. I'm not sure more what.

Please give me your input in case I have missed something. I can only find Kleidosty as a case defining the parameters of employer policy for discharge for off duty conduct that is not somehow work related as in Cook.

## Off Duty Conduct

Disqualification for off-duty conduct is guided by the decision in *Kleidosty v. Employment Appeal Board*, 482 N.W.2d 416 (Iowa 1992). In that case the claimant was disqualified from unemployment benefits as a result of her being convicted of selling cocaine off duty at her home. That case rested on the employer's policy specifically prohibiting any "illegal, immoral or indecent conduct" on or off the premises and whether or not on company time.

The Supreme Court emphasized this specific rule as the reason for the disqualification. The rule was broad, general and all encompassing.

It was distinguished from rules specifically prohibiting illegal conduct on company time or premises or at events in which the employer was a sponsor or participant. In such situations the claimant would be acting as a representative of the employer before clients or customers or acting directly under the auspices of the employer. .

*Kleidosty* did not require a showing of adverse impact on the employer, simply a violation the rule prohibiting illegal, immoral or indecent conduct.

Rules that are less general require a showing of specific negative impact on the employer for off duty conduct to be misconduct and result in disqualification.

### TIPS:

**ONE:** Have a policy which is all encompassing and very general such as the employer in the *Kleidosty* case, and not a policy which is limited to "time or place."

**TWO:** The policy should state clearly what will happen to the employee for violation of the rule.

**THREE:** Firmly establish the employee has received the policy. This is best accomplished by having employees sign and date a form which acknowledges they have received the employee handbook and are responsible for the contents. This should be done again whenever the employee handbook is updated.

---

**Message: RE: Tip Sheet for off duty conduct****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:28 PM  
 Item ID: 40861771  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ RE: Tip Sheet for off duty conduct**

**From** Hendricksmeier, Bonny [IWD] **Date** Tuesday, November 12, 2013 10:41 AM  
**To** Donner, Lynette [IWD]  
**Cc**

Thanks for the input, very helpful.

**From:** Donner, Lynette [IWD]  
**Sent:** Monday, November 11, 2013 1:15 PM  
**To:** Hendricksmeier, Bonny [IWD]  
**Subject:** RE: Tip Sheet for off duty conduct

Here is the work-connected analysis language I sometimes use. I think a very important element is the nexus with the work. E.g., in your case, an off-duty offense involving money/theft might have had a greater nexus to her work than the offense which did occur.

Under the definition of misconduct for purposes of unemployment benefit disqualification, the conduct in question must be "work connected." *Diggs v. Employment Appeal Board*, 478 N.W.2d 432 (Iowa App. 1991). However, the court has concluded that some off duty conduct can have the requisite element of work connection. *Kleidosty v. Employment Appeal Board*, 482 N.W.2d 416, 418 (Iowa 1992). Under similar definitions of misconduct, it has been found:

In order for an employer to show that is employee's off-duty activities rise to the level of misconduct in connection with the employment, the employer must show by a preponderance of the evidence:

[T]hat the employee's conduct (1) had some nexus with her work; (2) resulted in some harm to the employer's interest, and (3) was in fact conduct

which was (a) violative of some code of behavior impliedly contracted between employer and employee, and (b) done with intent or knowledge that the employer's interest would suffer.

-  
*Dray v. Director*, 930 S.W.2d 390 (Ark. App 1996); *In re Kotrba*, 418 N.W.2d 313 (SD 1988), quoting *Nelson v. Department of Employment Security*, 655 P.2d 242 (WA 1982); 76 Am. Jur. 2d, Unemployment Compensation §§77–78.

---

**From:** Hendricksmeier, Bonny [IWD]

**Sent:** Saturday, November 09, 2013 2:02 PM

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

**Subject:** Tip Sheet for off duty conduct

The director has ordered me to do a tip sheet for employers about employees discharged for off duty conduct. I submitted the attached but she feels there needs to be more. I'm not sure more what.

Please give me your input in case I have missed something. I can only find Kleidosty as a case defining the parameters of employer policy for discharge for off duty conduct that is not somehow work related as in Cook.

**Message: tip sheet**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:28 PM  
Item ID: 40861776  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **tip sheet**

**From** Hendricksmeier, Bonny [IWD]      **Date** Friday, November 15, 2013 7:01 AM  
**To** Wahlert, Teresa [IWD]  
**Cc**

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 [tipsheet.doc](#) (35 Kb HTML)

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## Off Duty Conduct

Off duty conduct must be “work related” if it is to be grounds for discharge and disqualification for misconduct. That is, it must have a direct, negative effect on the employer. *Diggs v. Employment Appeal Board*, 478 N.W.2d 432 (Iowa App. 1991).

In order for an employer to show that its employee’s off-duty activities rise to the level of misconduct in connection with the employment, the employer must show by a preponderance of the evidence:

[T]hat the employee’s conduct (1) had some nexus with the work; (2) resulted in some harm to the employer’s interest, and (3) was in fact conduct which was (a) violative of some code of behavior impliedly contracted between employer and employee, and (b) done with intent or knowledge that the employer’s interest would suffer.

*Dray v. Director*, 930 S.W.2d 390 (Ark. App 1996); *In re Kotrba*, 418 N.W.2d 313 (SD 1988), quoting *Nelson v. Department of Employment Security*, 655 P.2d 242 (WA 1982); 76 Am. Jur. 2d, Unemployment Compensation §§77–78.

A driver who loses their license for off duty drunk driving or other traffic violations, has created a direct negative effect on the employer. Also, too many traffic violations can cause an employer’s insurance carrier to refuse to cover the driver, also a direct negative effect.

The same is true for any loss of license or certification which an employee must have in order to perform the required work duties.

Recently “Facebook” issues have resulted in disqualification. Negative comments made on social media about the employer have a tangible negative effect. The same is true of negative comments about co-workers which result in a hostile work environment and bullying.

Disqualification for off-duty conduct which does not have a direct negative effect is guided by the decision in *Kleidosty v. Employment Appeal Board*, 482 N.W.2d 416 (Iowa 1992). In that case the claimant was disqualified from unemployment benefits as a result of her being convicted of selling cocaine off duty at her home. That case rested on the employer’s policy specifically prohibiting any “illegal, immoral or indecent conduct” on or off the premises and whether or not on company time.

The Supreme Court emphasized this specific rule as the reason for the disqualification. The rule was broad, general and all encompassing. The claimant was disqualified for violating that rule, not because of selling the cocaine per se.

*Kleidosty* did not require a showing of adverse impact on the employer, simply a violation the rule prohibiting illegal, immoral or indecent conduct.

### TIPS:

**ONE:** Have a policy which is all encompassing and very general such as the employer in the *Kleidosty* case, and not a policy which is limited to "time or place." A rule prohibiting "illegal, immoral or indecent conduct."

**TWO:** The policy should state clearly what will happen to the employee for violation of the rule, such as "Subject to immediate discharge" or "Disciplinary action up to and including discharge."

**THREE:** Firmly establish the employee has received the policy. This is best accomplished by having employees sign and date a form which acknowledges they have received the employee handbook and are responsible for the contents. This should be done again whenever the employee handbook is updated.

---

**Message: Task Request: 11/22 12037.h**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:28 PM  
Item ID: 40861779  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **Task Request: 11/22 12037.h**

**From** Hendricksmeier, Bonny [IWD]      **Date** Tuesday, November 19, 2013 8:24 PM  
**To** UI  
**Cc**

---

 **11/22 12037.h**

---

**Subject:** 11/22 12037.h  
**Start Date:** Tuesday, November 19, 2013  
**Due Date:** Friday, November 22, 2013

**Status:** Not Started  
**Percent Complete:** 0%

**Total Work:** 0 hours  
**Actual Work:** 0 hours

**Owner:** (word.processing.assignments.ui@iwd.iowa.gov)



**Message: FW: Gone****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:55 PM  
 Item ID: 40860837  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **FW: Gone**

**From** Hillary, Teresa [IWD]      **Date** Wednesday, April 10, 2013 10:10 AM  
**To** Lewis, Devon [IWD]  
**Cc**

---

**From:** Walsh, Joseph [IWD]  
**Sent:** Tuesday, April 09, 2013 1:14 AM  
**To:** Hillary, Teresa [IWD]; Wise, Steve [IWD]  
**Cc:** Benson, Joni [IWD]; Nelson, Jon [IWD]  
**Subject:** Gone

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Des Moines, Iowa 50319  
Phone: (515) 281-8119  
[joseph.walsh@iwd.iowa.gov](mailto:joseph.walsh@iwd.iowa.gov)

**Message: tip sheet**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:27 PM  
Item ID: 40861743  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **tip sheet**

**From** Hendricksmeier, Bonny [IWD] **Date** Tuesday, November 05, 2013  
11:23 AM  
**To** Wise, Steve [IWD]; Lewis, Devon  
[IWD]  
**Cc**

---

Per the director's instructions I have roughed out a "tip sheet" for employers regarding off duty conduct.

Please give me your input and any suggestions. \

Thank you.

**Message: Tip Sheet**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:27 PM  
Item ID: 40861742  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **Tip Sheet**

**From** Hendricksmeier, Bonny [IWD] **Date** Tuesday, November 05, 2013  
11:24 AM  
**To** Lewis, Devon [IWD]; Wise, Steve  
[IWD]  
**Cc**

---

 [tipsheet.doc](#) (31 Kb HTML)

---



## Off Duty Conduct

*Kleidosty v. EAB*, 482 N.W.2d 416 (Iowa 1992) disqualified the claimant from unemployment benefits as a result of her being convicted of selling cocaine off duty at her home. That case rested on the employer's policy specifically prohibiting any "illegal, immoral or indecent conduct" on or off the premises.

The Supreme Court emphasized this specific rule as the reason for the disqualification. The rule was broad, general and all encompassing.

It was distinguished from rules specifically prohibiting illegal conduct on company time or premises or at events in which the employer was a sponsor or participant. In such situations the claimant would be acting as a representative of the employer before clients or customers or acting directly under the auspices of the employer. .

*Kleidosty* did not require a showing of adverse impact on the employer, simply a violation the rule prohibiting illegal, immoral or indecent conduct.

Rules which are less general therefore require a showing of specific negative impact on the employer for off duty conduct.

### **TIPS:**

ONE: Have a policy which is all encompassing and very general such as the employer in this case, and "not limited to time or place."

TWO: State the consequences for violation of the rule.

THREE: Clearly establish the employees have received the policy.

---

**Message: RE: Tip Sheet**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:27 PM  
Item ID: 40861747  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: Tip Sheet**

**From** Hendricksmeier, Bonny [IWD] **Date** Tuesday, November 05, 2013 11:47 AM  
**To** Lewis, Devon [IWD]  
**Cc**

---

Thank you for your input, I took your suggestions. Other than format, is there anything else you feel the director would want included?

---

**From:** Lewis, Devon [IWD]  
**Sent:** Tuesday, November 05, 2013 11:40 AM  
**To:** Hendricksmeier, Bonny [IWD]; Wise, Steve [IWD]  
**Subject:** RE: Tip Sheet

From previous experience I expect she is going to want it explained in simpler terms. I did not change any content but made a couple of editorial changes. Accept or reject as you wish.  
*Devon*

---

**From:** Hendricksmeier, Bonny [IWD]  
**Sent:** Tuesday, November 05, 2013 11:24 AM  
**To:** Lewis, Devon [IWD]; Wise, Steve [IWD]  
**Subject:** Tip Sheet

**Message: Task Request: 10/30 11035.h**

---

**Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:27 PM  
 Item ID: 40861723  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **Task Request: 10/30 11035.h**

<b>From</b>	Hendricksmeier, Bonny [IWD]	<b>Date</b>	Tuesday, October 22, 2013 3:44 PM
<b>To</b>	UI		
<b>Cc</b>			

 **10/30 11035.h**

**Subject:** 10/30 11035.h  
**Start Date:** Tuesday, October 22, 2013  
**Due Date:** Wednesday, October 30, 2013

**Status:** Not Started  
**Percent Complete:** 0%

**Total Work:** 0 hours  
**Actual Work:** 0 hours

**Owner:** (word.processing.assignments.ui@iwd.iowa.gov)

**Message: RE: first EAB decision on participation issue****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:26 PM  
 Item ID: 40861705  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: first EAB decision on participation issue**

**From** Hendricksmeier, Bonny [IWD] **Date** Wednesday, October 16, 2013 11:39 AM

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

**Cc**

Does the EAB speak at all to the sufficiency of the documentary participation, given the criteria on the "tip sheet" ?

---

**From:** Lewis, Devon [IWD]  
**Sent:** Wednesday, October 16, 2013 10:27 AM  
**To:** Scheetz, Beth [IWD]; Hendricksmeier, Bonny [IWD]; Wise, Debra [IWD]; Timberland, James [IWD]; Elder, Julie [IWD]; Donner, Lynette [IWD]; Mormann, Marlon [IWD]; Stephenson, Randall [IWD]; Wise, Steve [IWD]; Ackerman, Susan [IWD]; Nice, Terence [IWD]; Hillary, Teresa [IWD]; Seeck, Vicki [IWD]; Lewis, Devon [IWD]  
**Subject:** first EAB decision on participation issue

FYI

The Board affirmed an overpayment decision where the E faxed documents in lieu of participation the day of the FF interview. It also modified the ALJ's decision to reflect taking "official notice of the administrative file, which contains documents faxed on behalf of the E for the FF interview."

*Dévon*

---

**Message: RE: New Administrative Rule on Work Refusal****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:31:25 PM  
 Item ID: 40860737  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ RE: New Administrative Rule on Work Refusal**

**From** Hendricksmeier, Bonny [IWD]

**Date**  
 Wednesday,  
 September 05,  
 2012 11:38 AM

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

**Cc**

I agree with your proposal that text and voice mail are unacceptable. For the same reason, e-mails should be excluded as a form of personal contact. Lots of people change their e-mail address, have computers that are down and not fixed or even viruses which interfere with receiving e-mails. So I think emails are out, too.

The three-day rule sounds like a great idea. It should be specifically three working days, though that may be a problem if some businesses have "working days" seven days a week, such as retail stores.

**From:** Seeck, Vicki [IWD]

**Sent:** Wednesday, September 05, 2012 10:39 AM

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

**Subject:** New Administrative Rule on Work Refusal

Good Morning,

Joe has asked me to draft a new administrative rule on work refusal. The director has asked that the rule be specific on what constitute a definite offer and a definite refusal. I have a due date of next Thursday to complete this project.

Considering the many ways employers and employees now communicate, one thing I wanted to do was give examples of ways of communicating. For example, I would say that a definite offer could be made in a registered letter; certified letter return receipt requested; personal meeting; and phone call where both parties actually speak to each other. Excluded would be text message and voicemail. What about email? Any thoughts on that?

Concerning a definite refusal, what do you think of a rule that says that an employee has three days to consider an offer and if no response is made to an offer within three days, the offer is deemed refused. We use three consecutive work days on temporary assignments, voluntary quits...

I hope to have a working draft by Monday and would be willing to circulate it to whoever would like to review it prior to my turning it in to Joe on Thursday. Any comments questions contributions etc. will be gratefully accepted.

Vicki

**Message: RE: Tip Sheet for Employers, Participaiton at Fact Finding, in line text and attached.**

---

**Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:25 PM  
 Item ID: 40861672  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ RE: Tip Sheet for Employers, Participaiton at Fact Finding, in line text and attached.**

**From** Hendricksmeyster, Bonny [IWD]

**Date**  
 Monday,  
 October 07,  
 2013 10:39  
 AM

**To** Mormann, Marlon [IWD]; Eklund, David [IWD]; West, Ryan [IWD]; Wilkinson, Michael [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hillary, Teresa [IWD]; Lewis, Devon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]

**Cc**

 **image001.gif** (12 Kb HTML)

I just had a couple of hearings where Equifax/TALX sent in the letter stating it would not participate but also gave the phone number of someone to be contacted. In one case the FF called and the "witness" was not available, in the second one the FF did not call. What is the policy on this sort of thing?

**From:** Mormann, Marlon [IWD]

**Sent:** Monday, October 07, 2013 10:32 AM

**To:** Eklund, David [IWD]; West, Ryan [IWD]; Wilkinson, Michael [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeyster, Bonny [IWD]; Hillary, Teresa [IWD];



Lewis, Devon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]

**Subject:** Tip Sheet for Employers, Participaiton at Fact Finding, in line text and attached.

I would appreciate your comments and criticisms.

## **EMPLOYER TIP SHEET, PARTICIPATON AT FACT FINDING INTERVIEWS.**

Effective July 1, 2013 employers may face charges to its account for failure to participate at a fact finding interview even if the employer prevails on appeal in an unemployment hearing.

Personal participation by an employer representative will almost always suffice to prevent charges to employer's account in the above circumstance. Employer should always have a knowledgeable employee representative appear and participate by telephone in a fact finding interview.

The rule also allows for participation by documentation. The employer must submit detailed factual information that if un-refuted would be sufficient to allow employer to win.

### **Mandatory requirements when participating by documents.**

Employer is required to provide the name and telephone number of an employee representative with firsthand information who may be contacted if necessary.

Employer must provide detailed written statements giving dates and circumstances of the discharge incident or reasons for a quit.

The specific rule or policy relied upon must be submitted for a discharge.

For absenteeism discharges the statement must include circumstances of all absences relating to the discharge with proof that the absences are unexcused under Iowa law.

### **What is not adequate participation at fact finding?**

Written or oral statements or general conclusions without supporting

detailed factual information are not considered participation.

Information submitted after fact finding is not participation.

**Marlon Mormann, Administrative Law Judge**  
**515-265-3512**

**Message: Out of Office: Participation Tip Sheet attached.**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:26 PM  
Item ID: 40861701  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **Out of Office: Participation Tip Sheet attached.**

**From** Hendricksmeier, Bonny [IWD]      **Date** Friday, October 11, 2013 2:33 PM  
**To** Mormann, Marlon [IWD]  
**Cc**

---

Out of office. Return October 15, 2013..

---

**Message: RE: ECI Presentation**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:08 PM  
Item ID: 40861228  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: ECI Presentation**

**From** Hillary, Teresa [IWD] **Date** Monday, July 29, 2013 10:44 AM  
**To** Wilkinson, Michael [IWD]; Eklund, David [IWD]; West, Ryan [IWD]  
**Cc** Lewis, Devon [IWD]; Wise, Steve [IWD]

---

 [image001.jpg](#) (4 Kb HTML)

---

Yes, we need to figure out a list of ALJ's who are going to go out and give presentations.

**Teresa K. Hillary**

Iowa Workforce Development  
1000 E Grand Avenue  
Des Moines IA 50319

Phone: 515.725.2683  
FAX: 515.242.5144

---

**From:** Wilkinson, Michael [IWD]  
**Sent:** Monday, July 29, 2013 8:54 AM  
**To:** Eklund, David [IWD]; West, Ryan [IWD]  
**Cc:** Hillary, Teresa [IWD]; Lewis, Devon [IWD]  
**Subject:** RE: ECI Presentation

In addition to the invitation below, Marshalltown would like a presentation around September 12. Maybe we should talk about how we are going to cover these kind of invitations.

---

**From:** Murad, Jonathan [IWD]  
**Sent:** Friday, July 26, 2013 3:53 PM  
**To:** Eklund, David [IWD]; Wilkinson, Michael [IWD]; West, Ryan [IWD]  
**Subject:** ECI Presentation


Good Afternoon,

Siouxland Employers' Council had Joe Walsh scheduled for a presentation at noon on 10/31/13. Has there been discussion on who would be giving employer presentations on UI? If so would that person be available to replace Joe on that date?

Thank you,  
Jon Murad

Jon Murad, CSP  
Business Marketing Specialist  
IowaWORKS Greater Siouxland

Email: [Jonathan.Murad@IWD.Iowa.gov](mailto:Jonathan.Murad@IWD.Iowa.gov)  
Phone: 712-233-9030 Ext. 1007  
Fax: 712-277-8438  
[www.facebook.com/IowaWORKSGreaterSiouxland](http://www.facebook.com/IowaWORKSGreaterSiouxland)

 Description:  
Region12 -  
IowaWorks logo - GS

IowaWORKS Greater Siouxland  
2508 4<sup>th</sup> Street  
Sioux City, IA 51101

**Message: Weekly appeals report****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:08 PM  
 Item ID: 40861224  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **Weekly appeals report**

**From** Hillary, Teresa [IWD]

**Date**  
 Monday,  
 July 29,  
 2013 8:18  
 AM

**To** Scott, Cheryll [IWD]; Shroyer, Paula [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]; Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Benson, Joni [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]

**Cc** Wahlert, Teresa [IWD]

**WEEKLY APPEALS REPORT**

For week ending July 27, 2013

Cases on hand – 1665

Cases over 30 days old 713

Decision filed for this week 211

Number of appeals filed this week 155 (Myra absent, next week will be much higher)

For the week ending August 3, 2013

Number of cases to be heard this week 280

# of cases that can make 30 days this week 7 (2.5%)

# of cases that can make 45 days this week 252 (90%)

2 ALJs on vacation all week  
4 ALJs on partial vacation  
1 ALJ out on extended leave

**Teresa K. Hillary**

Iowa Workforce Development  
1000 E Grand Avenue  
Des Moines IA 50319

Phone: 515.725.2683  
FAX: 515.242.5144

**Message: RE: PDQ for ALJ 2**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:04 PM  
Item ID: 40861130  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: PDQ for ALJ 2**

**From** Lewis, Devon [IWD]      **Date** Tuesday, July 16, 2013 11:30 AM  
**To** Hillary, Teresa [IWD]  
**Cc**

---

Ok I'll grab something from vendoland and be there in a few minutes.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Tuesday, July 16, 2013 11:29 AM  
**To:** Lewis, Devon [IWD]  
**Subject:** RE: PDQ for ALJ 2

I ordered out from sambettis with clerical....let do that one asap...c'mon down whenever..i have a 1 2 and 3

---

**From:** Lewis, Devon [IWD]  
**Sent:** Tuesday, July 16, 2013 11:18 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** RE: PDQ for ALJ 2

Sounds good. Maybe we can go over it at lunch. I'm done with my 11. Want me to grab us some lunch and do that now? Or later?

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Tuesday, July 16, 2013 11:07 AM  
**To:** Lewis, Devon [IWD]  
**Subject:** RE: PDQ for ALJ 2



Thanks. I stink at grammar, I'll take all the help you can give.

When I look at the way he has the numbers divided up makes no sense. 5% of time spent writing the decn. Let's come up with a pdq that is accurate to give to Jon Nelson by end of week? What do you think?

---

**From:** Lewis, Devon [IWD]  
**Sent:** Tuesday, July 16, 2013 11:04 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** RE: PDQ for ALJ 2

Just fyi – don't put an apostrophe in alj's – use ALJs instead ;-)

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Tuesday, July 16, 2013 10:59 AM  
**To:** Nelson, Jon [IWD]  
**Cc:** Lewis, Devon [IWD]; Wahlert, Teresa [IWD]  
**Subject:** PDQ for ALJ 2

Jon,

I do not think Joe had finished revising the alj's pdq. I have Joni looking to see what she can find. This is what I got from him. What can I do to finish the alj pdq so the director can sign it and get it sent out to the alj's this week?

Thanks much  
Teresa Hillary

---

**From:** Walsh, Joseph [IWD]  
**Sent:** Tuesday, July 09, 2013 12:24 PM  
**To:** Hillary, Teresa [IWD]; Lewis, Devon [IWD]  
**Subject:** Thoughts?

Teresa and Devon

The Director asked me to revise PDQs for ALJs to reflect participation in the agency (really it is bigger than this, all of the process improvement, committee work and projects). I have tried to be creative but I am not coming up with much. Please let me know if you have any additional thoughts which may be helpful.

- 60      Conduct high-volume trial level contested case proceedings involving unemployment insurance benefits. Rule on admissibility of evidence and other objections raised in hearings. Assist the parties in the development of the record. Conduct pre-trial conferences as needed on issues of discovery and sanctions for failing to complete discovery. Ensure all parties are afforded due process of law whether or not represented by legal counsel.
- 5        Study Iowa Code of Administrative Judicial Conduct and ensure that personal conduct on and off duty is consistent with the Code.

- 5 Timely prepare and submit legally correct decisions awarding or denying UI benefits. Maintain compliance with U.S. DOL time lapse and quality standards on issuing decisions.
- 5 Review case files prior to hearing to become familiar with factual and legal issues. Study applicable principles of law from Code of Iowa, Iowa Administrative Code, published decisions of the Supreme Court of Iowa and Court of Appeals, as well as appropriate federal law to ensure that decisions are legally correct.
- 5 Respond to public inquires and requests for postponements.
- 20 Participate in projects and teams to promote Bureau and agency goals.

*Joseph L. Walsh*

Chief Administrative Law Judge  
Unemployment Insurance Appeals  
1000 East Grand Avenue  
Des Moines, Iowa 50319  
Phone: (515) 281-8119  
[joseph.walsh@iwd.iowa.gov](mailto:joseph.walsh@iwd.iowa.gov)

**Message: RE: PDQ for ALJ 2**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:04 PM  
Item ID: 40861128  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: PDQ for ALJ 2**

**From** Lewis, Devon [IWD]      **Date** Tuesday, July 16, 2013 11:18 AM  
**To** Hillary, Teresa [IWD]  
**Cc**

---

Sounds good. Maybe we can go over it at lunch. I'm done with my 11. Want me to grab us some lunch and do that now? Or later?

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Tuesday, July 16, 2013 11:07 AM  
**To:** Lewis, Devon [IWD]  
**Subject:** RE: PDQ for ALJ 2

Thanks. I stink at grammar, I'll take all the help you can give.

When I look at the way he has the numbers divided up makes no sense. 5% of time spent writing the decn. Let's come up with a pdq that is accurate to give to Jon Nelson by end of week? What do you think?

---

**From:** Lewis, Devon [IWD]  
**Sent:** Tuesday, July 16, 2013 11:04 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** RE: PDQ for ALJ 2

Just fyi – don't put an apostrophe in alj's – use ALJs instead ;-)

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Tuesday, July 16, 2013 10:59 AM  
**To:** Nelson, Jon [IWD]  
**Cc:** Lewis, Devon [IWD]; Wahlert, Teresa [IWD]  
**Subject:** PDQ for ALJ 2

Jon,

I do not think Joe had finished revising the alj's pdq. I have Joni looking to see what she can find. This is what I got from him. What can I do to finish the alj pdq so the director can sign it and get it sent out to the alj's this week?

Thanks much  
 Teresa Hillary

---

**From:** Walsh, Joseph [IWD]  
**Sent:** Tuesday, July 09, 2013 12:24 PM  
**To:** Hillary, Teresa [IWD]; Lewis, Devon [IWD]  
**Subject:** Thoughts?

Teresa and Devon

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- 60 Conduct high-volume trial level contested case proceedings involving unemployment insurance benefits. Rule on admissibility of evidence and other objections raised in hearings. Assist the parties in the development of the record. Conduct pre-trial conferences as needed on issues of discovery and sanctions for failing to complete discovery. Ensure all parties are afforded due process of law whether or not represented by legal counsel.
- 5 Study Iowa Code of Administrative Judicial Conduct and ensure that personal conduct on and off duty is consistent with the Code.
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- 5 Review case files prior to hearing to become familiar with factual and legal issues. Study applicable principles of law from Code of Iowa, Iowa Administrative Code, published decisions of the Supreme Court of Iowa and Court of Appeals, as well as appropriate federal law to ensure that decisions are legally correct.
- 5 Respond to public inquires and requests for postponements.
- 20 Participate in projects and teams to promote Bureau and agency goals.

*Joseph L. Walsh*

Chief Administrative Law Judge  
 Unemployment Insurance Appeals  
 1000 East Grand Avenue  
 Des Moines, Iowa 50319

Phone: (515) 281-8119  
[joseph.walsh@iwd.iowa.gov](mailto:joseph.walsh@iwd.iowa.gov)

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**Message: RE: PDQ for ALJ 2****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:04 PM  
 Item ID: 40861127  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: PDQ for ALJ 2**

**From** Lewis, Devon [IWD]      **Date** Tuesday, July 16, 2013 11:04 AM  
**To** Hillary, Teresa [IWD]  
**Cc**

Just fyi – don't put an apostrophe in alj's – use ALJs instead ;-)

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Tuesday, July 16, 2013 10:59 AM  
**To:** Nelson, Jon [IWD]  
**Cc:** Lewis, Devon [IWD]; Wahlert, Teresa [IWD]  
**Subject:** PDQ for ALJ 2

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 Teresa Hillary

---

**From:** Walsh, Joseph [IWD]  
**Sent:** Tuesday, July 09, 2013 12:24 PM  
**To:** Hillary, Teresa [IWD]; Lewis, Devon [IWD]  
**Subject:** Thoughts?

Teresa and Devon

The Director asked me to revise PDQs for ALJs to reflect participation in the agency (really it is bigger than this, all of the process improvement, committee work and projects). I have tried to be creative but I am not coming up with much. Please let me know if you have any additional thoughts which may be helpful.

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- 5 Study Iowa Code of Administrative Judicial Conduct and ensure that personal conduct on and off duty is consistent with the Code.
- 5 Timely prepare and submit legally correct decisions awarding or denying UI benefits. Maintain compliance with U.S. DOL time lapse and quality standards on issuing decisions.
- 5 Review case files prior to hearing to become familiar with factual and legal issues. Study applicable principles of law from Code of Iowa, Iowa Administrative Code, published decisions of the Supreme Court of Iowa and Court of Appeals, as well as appropriate federal law to ensure that decisions are legally correct.
- 5 Respond to public inquires and requests for postponements.
- 20 Participate in projects and teams to promote Bureau and agency goals.

*Joseph L. Walsh*

Chief Administrative Law Judge  
Unemployment Insurance Appeals  
1000 East Grand Avenue  
Des Moines, Iowa 50319  
Phone: (515) 281-8119  
[joseph.walsh@iwd.iowa.gov](mailto:joseph.walsh@iwd.iowa.gov)

**Message: Newsletter information**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:07 PM  
Item ID: 40861218  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **Newsletter information**

**From** Hillary, Teresa [IWD] **Date** Friday, July 26, 2013 11:23 AM  
**To** Douglas, Jodi [IWD]  
**Cc** Wise, Steve [IWD]; Lewis, Devon [IWD]; Wilkinson, Michael [IWD]; West, Ryan [IWD]; Eklund, David [IWD]

---

I already thought of something. LOL

Beginning in August fact-finders will have the opportunity to listen in live as hearings are being conducted by ALJs from the UI Appeals section. This will give fact-finders a chance to see first-hand how an ALJ conducts the hearing, what questions are asked, how they are asked and what facts and conclusions the ALJ finds important enough to include in the decision. As time permits, fact-finders will also be allowed to sit in on in-person hearing conducted at 150 DSM.

**Teresa K. Hillary**

Iowa Workforce Development  
1000 E Grand Avenue  
Des Moines IA 50319

Phone: 515.725.2683  
FAX: 515.242.5144



**Message: FW: The PDQ changes for Teresa Hillary and Devon Lewis****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:07 PM  
 Item ID: 40861210  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **FW: The PDQ changes for Teresa Hillary and Devon Lewis**

**From** Hillary, Teresa [IWD]      **Date** Thursday, July 25, 2013 3:31 PM  
**To** Wise, Steve [IWD]  
**Cc**

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**From:** Hillary, Teresa [IWD]  
**Sent:** Wednesday, July 24, 2013 9:42 AM  
**To:** Sande, Vicky [IWD]  
**Cc:** Nelson, Jon [IWD]; Lewis, Devon [IWD]  
**Subject:** The PDQ changes for Teresa Hillary and Devon Lewis

For Teresa Hillary's PDQ

Duties of ALJ II plus:

The work-flow (staffing) lead worker monitors office staff for performance of all duties and insures that timely work flow is maintained to insure that ALJs have necessary exhibits, documents and information needed to conduct hearings. Monitors ALJ case load to insure that appeals unit is meeting DOL standards on case performance. Compiles statistics to monitor unit performance and where performance is deficient sets up a plan to remedy the deficiencies. Provides general input to management on employee performance issues. Approves appropriate use of vacation time.

For Devon Lewis' PDQ

Duties of ALJ II plus:

The Policy Lead Worker functions in a lead capacity for a group of employees working in the area of policy, process and training issues and projects on a regular basis. The lead worker determines the topics, assigns ALJs and other staff to teams based on topical project needs, develops and implements processes, monitors team progress, guides informal problem-solving, supports training for and by ALJs and staff, and

presents policy decisions on behalf of the team and unit. The Policy Lead Worker guides staff meetings, keeps management apprised of overall project performance, and provides input on team members' performance to management.

Let me and/or Devon know if the above is not sufficient.

**Teresa K. Hillary**

Iowa Workforce Development  
1000 E Grand Avenue  
Des Moines IA 50319

Phone: 515.725.2683

FAX: 515.242.5144

**Message: RE: 07255.DT - Rescheduled****Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:07 PM  
Item ID: 40861209  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ RE: 07255.DT - Rescheduled**

**From** Hillary, Teresa [IWD] **Date** Thursday, July 25, 2013  
2:50 PM  
**To** Benson, Joni [IWD]  
**Cc** Lewis, Devon [IWD]; Donner, Lynette  
[IWD]

Pls RS the hearing for someone else.

Thanks much

Teresa Hillary

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**From:** Benson, Joni [IWD]  
**Sent:** Thursday, July 25, 2013 2:47 PM  
**To:** Hillary, Teresa [IWD]  
**Cc:** Lewis, Devon [IWD]; Donner, Lynette [IWD]  
**Subject:** FW: 07255.DT - Rescheduled

Please advise ... see below.

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**From:** Donner, Lynette [IWD]  
**Sent:** Thursday, July 25, 2013 2:37 PM  
**To:** Benson, Joni [IWD]; Lewis, Devon [IWD]  
**Cc:** Ziegler, Vanessa [IWD]; Anderson, Donnell [IWD]  
**Subject:** RE: 07255.DT - Rescheduled

Respectfully, I don't believe I should handle a rehearing on this one as I am the ALJ who told her that she still did need to call back in to provide her number for the hearing on the separation, as confirmed by the recording of my hearing discussion with her on the A&A case on the R: drive.

**From:** Benson, Joni [IWD]  
**Sent:** Thursday, July 25, 2013 2:18 PM  
**To:** Lewis, Devon [IWD]; Donner, Lynette [IWD]  
**Cc:** Ziegler, Vanessa [IWD]; Anderson, Donnell [IWD]  
**Subject:** 07255.DT - Rescheduled

APLE D 082613 WEEKLY ITINERARY FOR LYNETTE DONNER 14:17:55 07/25/2013  
 TIME APPEAL # APPELLANT RESPONDENT LOC

MONDAY AUGUST 26, 2013  
 03:00 13AUI 07255 MONNAHAN, STACIA, M MEDICAL STAFFING NETWORK TE

---

**From:** Lewis, Devon [IWD]  
**Sent:** Thursday, July 25, 2013 8:39 AM  
**To:** Benson, Joni [IWD]  
**Cc:** Ziegler, Vanessa [IWD]; Hillary, Teresa [IWD]  
**Subject:** FW: C called about 8:30 hrg today (late call)

C just called again rehashing this. I told her you would reschedule the hearings, she would get a notice and must call in but this cannot be resolved without a hearing. The conversation is taped. Please assign this to LD or another ALJ, but not me.

Thanks,  
*Devon*

---

**From:** Donner, Lynette [IWD]  
**Sent:** Wednesday, July 24, 2013 11:49 AM  
**To:** Lewis, Devon [IWD]  
**Subject:** RE: C called about 8:30 hrg today (late call)

I record all conversations with parties. The recording for my conversation with this CL is and has been on the Q drive. I remember telling her that it appeared that the ER was not truly challenging the A&A determination, the subject of my hearing, but was concerned about the separation, the subject of the July 24 hearing. As I recall, I specifically pointed out to her that she had not yet called in to provide her telephone number for the July 24 hearing on the separation, that that she would still need to do so.

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**From:** Lewis, Devon [IWD]  
**Sent:** Wednesday, July 24, 2013 9:17 AM  
**To:** Donner, Lynette [IWD]  
**Subject:** C called about 8:30 hrg today (late call)

Lynette,  
 I took this hrg for Julie and the C called late and said two judges on July 11 told her she would not have to call in for today's hearing because the employer did not wish to pursue the issue (C's appeal). Do you have any recordings of conversations with this C? Or was anything said in the hearing? I will try to find out if Julie talked to her about this too, but am limited to what she might have recorded. If we can't figure out what happened we will have to reschedule this to give her another chance to call in.

Thanks,  
 Devon

NMRO/ [REDACTED]  
 DATE 07/24/13 NON-MONETARY DISPLAY

MONNAHAN STACIA M

PGM = UI EB 0 LO 040470  
STATUS LOCK-UI RSN MISCONDU CONTROL 05/13/13 ADD 04/28/13

EFF-DATE = 07/22/12 REFERENCE-NO = 05  
ANDS..... ABLE AND AVAILABLE  
DISP-DATE = 05/22/13 ANDS-NO = 154 DEPUTY = 39 A/D = A  
V1 = 042813 V2 = V3 = V4 =  
V5 = EMPLR = 510253 000 NAME = MEDICAL STAFFING NETWORK H

LOWER..... APP= EMPLOYER APPEALED = 06/03/13 NUM = 13A UI 06579 ALJ-D  
TYPE= INTRA DISP-DTE = 07/11/13 AFFIRMED LAW = 96.4-3

EFF-DATE = 07/22/12 REFERENCE-NO = 06

PROTEST.... MISCONDUCT FORM = 201A ISS-DATE = 04/06/13 DETECTED = 05/28/13 00  
EMPLR = 510253 000 NAME = MEDICAL STAFFING NETWORK H OFF-FF=0470

ANDS..... UNEXCUSED ABSENTEEISM AND TARDINESS  
DISP-DATE = 06/11/13 ANDS-NO = 461 DEPUTY = 18 A/D = D  
V1 = 040913 V2 = V3 = V4 =  
V5 = EMPLR = 510253 000 NAME = MEDICAL STAFFING NETWORK H

LOWER..... APP= CLAIMANT APPEALED = 06/19/13 NUM = 13A UI 07255 ALJ-  
TYPE= INTRA DISP-DTE = 00/00/00 LAW =

EFF-DATE = 07/22/12 REFERENCE-NO = 07

ANDS..... O/P MISCOND IN CONNEC/EMPLOY REP DEC-NF  
DISP-DATE = 06/12/13 ANDS-NO = 980 DEPUTY = 77 A/D = D  
V1 = 205200 V2 = 6 V3 = 042813 V4 = 060813  
V5 = 510253000 EMPLR = 999999 999 NAME = NO EMPL-NAME AVAILABLE

LOWER..... APP= CLAIMANT APPEALED = 06/19/13 NUM = 13A UI 07256 ALJ-  
TYPE= INTRA DISP-DTE = 00/00/00 LAW =

*Devon*

**Message: The PDQ changes for Teresa Hillary and Devon Lewis**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:06 PM  
Item ID: 40861202  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ The PDQ changes for Teresa Hillary and Devon Lewis**

**From** Hillary, Teresa [IWD] **Date** Wednesday, July 24, 2013 9:42 AM  
**To** Sande, Vicky [IWD]  
**Cc** Nelson, Jon [IWD]; Lewis, Devon [IWD]

---

For Teresa Hillary's PDQ

Duties of ALJ II plus:

The work-flow (staffing) lead worker monitors office staff for performance of all duties and insures that timely work flow is maintained to insure that ALJs have necessary exhibits, documents and information needed to conduct hearings. Monitors ALJ case load to insure that appeals unit is meeting DOL standards on case performance. Compiles statistics to monitor unit performance and where performance is deficient sets up a plan to remedy the deficiencies. Provides general input to management on employee performance issues. Approves appropriate use of vacation time.

For Devon Lewis' PDQ

Duties of ALJ II plus:

The Policy Lead Worker functions in a lead capacity for a group of employees working in the area of policy, process and training issues and projects on a regular basis. The lead worker determines the topics, assigns ALJs and other staff to teams based on topical project needs, develops and implements processes, monitors team progress, guides informal problem-solving, supports training for and by ALJs and staff, and presents policy decisions on behalf of the team and unit. The Policy Lead Worker guides staff meetings, keeps management appraised of overall project performance, and provides input on team members' performance to management.

Let me and/or Devon know if the above is not sufficient.

**Teresa K. Hillary**

Iowa Workforce Development  
1000 E Grand Avenue  
Des Moines IA 50319

Phone: 515.725.2683  
FAX: 515.242.5144

**Message: lead**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:06 PM  
Item ID: 40861197  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **lead**

**From** Hillary, Teresa [IWD]      **Date** Wednesday, July 24, 2013 8:48 AM  
**To** Lewis, Devon [IWD]  
**Cc**

---

As lead worker will monitor office staff duties and insure that work flow is maintained to insure that ALJs have necessary exhibits, documents and information to conduct hearings. Monitor ALJ case load to insure that appeals unit is meeting DOL standards on case performance. Compile statistics to monitor unit performance and where performance is deficient set up a plan to remedy the deficiencies.

That's all I got

**Teresa K. Hillary**

Iowa Workforce Development  
1000 E Grand Avenue  
Des Moines IA 50319

Phone: 515.725.2683  
FAX: 515.242.5144



**Message: FW: List requests from the meeting****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:06 PM  
 Item ID: 40861191  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ FW: List requests from the meeting**

**From** Hillary, Teresa [IWD]

**Date**  
 Tuesday,  
 July 23, 2013  
 3:59 PM

**To** Shroyer, Paula [IWD]; Scott, Cheryll [IWD]; Benson, Joni [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]; Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]

**Cc**

[Glossary of Acronyms.doc](#) (45 Kb HTML) [Glossary of Transactions.doc](#) (41 Kb HTML)  
[image001.jpg](#) (3 Kb HTML) [Program Codes.docx](#) (15 Kb HTML) [UISC Specialized Team Members.xlsx](#) (23 Kb HTML)

**From:** West, Ryan [IWD]  
**Sent:** Tuesday, July 23, 2013 2:48 PM  
**To:** Lewis, Devon [IWD]; Hillary, Teresa [IWD]  
**Subject:** List requests from the meeting

Devon, Teresa, I have attached 4 list's here and they include,

**Glossary of Acronyms**

**Glossary of Transactions** – These are all the different transactions we can run to look at a claim “DBRO, NMRO, etc.” I believe some in your group needed “SIDI and LEMP” if I remember correctly.

**Program Codes** – This is what will show up on the far right of DBRO on the 2<sup>nd</sup>, 3<sup>rd</sup>, etc. pages and will show what the claim is paying.

**ANDS List** – This list changes from time to time and the Director has requested more so I would suggest that if you want to see the most up to date list that you go to SharePoint. From there click the Home tab on the far left. From there pick the fourth one down, “Unemployment Insurance Manuals and Policy Memo”. From there click on the top folder next to ANDS. When that opens you will see all the different sections.

**Contact List** – Attached

Let me know if I am missing anything.

Ryan West  
Regional Operations Manager  
Iowa Workforce Development  
(515) 242-0413 P  
(515) 281-9321 F

 titlegraphic

- [\[Heading 1\]](#)
  - [\[Glossary\]](#)
  - [\[ACRONYMS \]](#)
  - [\[IBWI – Interstate Benefits Withdrawal/Invalid Claim Information \(WIC\)\]](#)
  - [\[TGAA –Trade and Globalization Adjustment Assistance Act\]](#)
  - [\[WIC - Withdrawal/Invalid Claim Information \(now IBWI\)\]](#)

## Glossary

### ACRONYMS

Used in SCM-1 or in Normal UI Claim Language

203 – Notice of Separation or Refusal of Work form (60-0154)

216 – The generic name of the Request for Omitted Wage Credits form (60-0161).

2-BYE – Second Benefit Year

931 – Request for Wage and Separation Information (form 62-2048) – Form used to obtain information from a Federal employer.

935 – Affidavit of Federal Services, Wages, and Reason for Separation (form 68-0235) – Form completed by applicant concerning Federal employment.

970 – Request for Military Wages (form 62-2052) – Form used to obtain Military wages.

1099 – The tax form mailed to applicants during mid to late January each year, identifying gross benefits paid during the prior calendar year, for income tax purposes.

A & A – Able and Available

AC – Additional Claim

ACH – Automated Clearing House – The processing hub for direct deposit of benefit payments.

ALJ – Administrative Law Judge

ANDS – Automated Non-monetary Decision System – The system into which “canned” or typed decisions related to an unemployment claim are entered. It is accessed by the SIR2 transaction.

APD – Amount Paid to Date – The UI benefit amount that has been paid to the claimant since the OC date of the claim.

AWW – Average Weekly Wage

Balance – Amount of potential UI benefits remaining on a UI claim. It is the MBA less the APD.

BC or BCL – Business Closing

BPC – Benefits Payment Control

BTQ – Benefits Timeliness Quality (federal standards for payment of UI)

BWE – Benefit Week Ending Date

BYE – Benefit Year Ending date – The expiration date of an unemployment claim.

CSRU – Child Support Recovery Unit

CWC – Combined Wage Claim – A type of claim in which wages earned during the base period, in different states, are combined with wages earned, if any, in the base period of the paying state. This normally increases an applicant's monetary eligibility.

CWCT – Combined Wage Claim Transfer – Base period wages are transferred to another state for use in a CWC claim in that state.

D – Direct Deposit (payment method)

DC – Debit Card (payment method)

DAT – Department Approved Training

DNR – Did Not Report

DUA – Disaster Unemployment Assistance – The name of the program for persons not eligible for regular unemployment insurance, as the result of disaster that has been so declared by the President.

EB – Extended Benefits – The name of the Iowa program for applicants who exhausted their regular UI entitlement. The program is only in effect when the Iowa insured unemployment rate reaches a specified level.

ERA – Electronic Records Access

ERIC – Electronic Records Information Center

ERP – Eligibility Review Program

ETA – Employment and Training Administration

EUC – Extended Unemployment Compensation – The name of the most recent Federal program for applicants who exhausted their regular UI entitlement.

HDO – High Demand Occupation

IB-1 – Initial Interstate Claim form (61-1000)

IB-4 – The electronic form used to request wages from another state, to establish a CWC claim.

IB-5 – Report sent to each state transferring wages to Iowa for a CWC claim. It lists potential charges to each state and the percentage of base period wages from each state.

**IBWI – Interstate Benefits Withdrawal/Invalid Claim Information (WIC)**

ICON – The name of a pictorial representation of a file, database or program shown on a computer screen.

ICON System – The computer system used to transmit data between an agent state and liable state.

INA – Information Not Available

IRORA – Interstate Reciprocal Overpayment Recovery Arrangement – an agreement among the states to assist each other in recovering overpayments

IVR – Interactive Voice Response

IWD – Iowa Workforce Development

JIF – Joint Intake Form

Language Link – The interpreter service used with non-English speaking clients

LDW – Last Day Worked

LO – Local Office

LQE – Lacks Qualified Earnings – The status of a claim with some base period wages, but insufficient wages to be monetarily valid.

MBA – Maximum Benefit Amount

MIUI – My Iowa Unemployment Insurance

Monetarily Valid – A claim with sufficient base period wages to have an MBA and WBA.

NOC – Notice of Claim- 201A form (65-5317)

NR – No Record – The status of a claim with no base period wages

OC DATE – Original Claim Date – The effective date of an unemployment claim.

OFC - Office

OFFSET – A benefit payment used to reduce an outstanding overpayment.

OP - Overpayment

PIN – Personal Identification Number.

R/C – Reimbursable/Contributory – Employer type.

REA – Re-Employment Assessment

RES – Re-Employment Services

RIF – Reduction in Force

RW – Refused Work

RW/R – Refused Work or Referral

SIC code – Standard Industrial Classification code – The code used to identify the primary activity of an employer.

SIDES – State Information Data Exchange System

SIR – Special Investigative Report

SPLIT – A weekly benefit payment that was partially used to offset an overpayment with the balance paid to the applicant.

SSN – Social Security Number

STA/DESK – Station and desk of the SC Representative taking action on a claim. It is normally the last four digits of the Representative's SSN.

TEB – Training Extended Benefits. Allows payment of a 26 week Training Extension if approved.

TAA – Trade Adjustment Assistance

**TGAA – Trade and Globalization Adjustment Assistance Act**

TRA – Trade Readjustment Act

TTY – Telephone service used for communicating with applicants who are hard of hearing – if the applicant has the necessary equipment.

UCFE – Unemployment Compensation for Federal Employees

UCX – Unemployment Compensation for Ex-servicemen

UI – Unemployment Insurance

UISC – Unemployment Insurance Service Center

VAP – Virtual Access Points

VOIP – Voice Over Internet Phone

VQ – Voluntary Quit

VRU – Voice Response Unit

VSW – Voluntary Shared Work

W – Warrant (payment method)

WBA – Weekly Benefit Amount

WDC – Workforce Development Center

W/E – Week Ending date – The abbreviation used for week ending date.

**WIC - Withdrawal/Invalid Claim Information (now IBWI)**

WS – Work Search

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- [\[Heading 1\]](#)
  - [\[Glossary\]](#)
  - [\[TRANSACTIONS\]](#)

## Glossary

### TRANSACTIONS

Accessed on a CICS Mainframe Session

ALPH – An employer name search transaction used to locate an employer account number.

APLF – Appeal information

ASN1 – Tax bureau investigation accessed by assignment number.-No longer used

ASN2 – Tax bureau investigations accessed by employer account number.-No longer used

ASN3 – Search for tax bureau investigations by employer name. No longer used

*(Use Myiowauui.org. Enter the "A" number listed on KLOG. The deputy has sent it on to Tax to research if there are missing wages or perhaps a business closing. Click Search Workflow on left side, enter A number from KLOG in Workflow, will show A number below-click on it and read response from TAX).*

DAWG – Transaction used to add, delete and transfer base period wages. Only available to UISC staff.

DBIN – Data Base Inactive – The prior claim if a claim is on DBRO, or the most recent claim if no claim is on DBRO

DBRO – Data Base Read Out – The current claim.

EMP1 – Employer information accessed by State account number.

EMP2 – Employer information accessed by Federal ID number.

ES2S – An employer name search transaction used to locate an employer account number.

FLAG – A listing of activity flags on a claim.

HAND – Handbook – The transaction to access the Interstate Handbook.

HRIS – Human Resources (payroll system to record hours worked/time off)

IBIQ – The inquiry screen to determine wages earned and claim status in another state.

IBWI – Interstate Benefits Withdrawal/Invalid claim information - screen that allows states to send messages to each other regarding specific claims

ICER – See ISDCICSP.



JIF1 – A transaction used to enter claims into the computer – a backup to common intake.

JIF9 – The transaction used to delete a claim on the same day it is filed.

JIFD – The transaction used to delete or cancel a claim on the mainframe. Only available to UISC Staff.

JPIN – The transaction used to reset an applicant's PIN number.

JSRH – The transaction used to locate a claimant's SSN, using the person's name.

K99G – Transaction used to request a duplicate 1099-G.

KCCD – The transaction used to delete a weekly claim on the working day in which the weekly claim was phoned in (Monday for weeks phoned in on Saturday or Sunday).

KCCH – The transaction used to order a printout listing weekly claim responses for any previous week(s).

KCCO – A listing of the of weekly claim responses for the previous six weeks.

KCCV – Transaction used to manually enter weekly-continued claims.

KCHO – Choice – The transaction used to “flip” active (DBRO) and inactive (DBIN) claims.

K742/KDBC/KDBU – Data Base Update – The transaction used to make data changes on a DBRO claim.

KDDI – The transaction used to update direct deposit information.

KFFD – The transaction used to see when a fact-finding is scheduled and to enter notes for a fact-finding.

KFFI – Fact finding itinerary – list by day/location of scheduled fact-finding interviews (view only)

KFFS – Transaction used to schedule fact-finding interviews

KFFV – Transaction allows View Only access to Fact-finding schedules

KLCK – Lock - The transaction used to lock or unlock a claim.

KLOG – Log – The listing of historical claim changes/activity.

KSRA – Child Support Recovery Assistance – A summary of child support withheld from UI benefit payments

KPY1 – The listing of net benefit payments and deductions from the gross benefit payment.

KPY3 – The listing of gross annual benefits paid for 1099 tax purposes.

KPYX – The listing of FAC (Federal Additional Compensation)

KRDO – Transaction used to order a "hard copy" printout of a claim

KTEB – Allows you to view TEB balance, schooling & progress report information

KTEP – Allows you to view TEB payments

KTRA – Allows you to view TRA balance dates & program information

KTRP – Allows you to view TRA payments

KUPY – The transaction used to issue underpayments.

LEMP – transaction allows you to see employer name & address for 000000 last employer

NMRO – Non-Monetary Read Out – The listing of ANDS decisions entered on a claim.

OVPY – Overpayment – The listing of current and historical overpayment activity.

RECP – Reception – This transactions displays basic demographic information on an applicant, summarizes ODDS and DBRO status and lists wages paid

SESMGR – Session Manager – Transaction on the main CICS Mainframe session menu used to access multiple mainframe sessions.

SIR1 – The transaction used to generate an SIR

SIR2 – The transaction used to enter ANDS decisions.

SIR3 – The transaction used to override ANDS decision (available only to selected UISC staff)

SUSP – Suspense – A list of claims activity and notes for the claim for past 45 days.

TEUA –The transaction allows additional 'Tiers' of benefits to be added to a claim already receiving Federal Extension Benefits (EUC)

TEUC –The transaction allows Federal Extension benefits (EUC) to be added to a claim

WAGEA – A listing of wages for the last five calendar quarters.

WAGEB – Information on an employer whose account is listed on WAGEA or WAGEC.

WAGEC – A listing of wages from all employers for the last four years.

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

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<p>Program Codes, this could be page 2, 3, etc. of DBRO. "Federal Supplemental Benefits" is EUC. Most of the time you will see 01 and then 10.</p>	<p>Program</p> <p>01 = UI Regular</p> <p>02 = Federal Regular</p> <p>03 = Joint Regular</p> <p>04 = UI Extended</p> <p>05 = Federal Extended</p> <p>06 = Joint Extended</p> <p>07 = Waiting Week UI</p> <p>08 = Waiting Week FE</p> <p>09 = Waiting Week Joint</p> <p>10 = UI Federal Supplemental Benefits</p> <p>11 = FE Federal Supplemental Benefits</p> <p>12 = Joint Federal Supplemental Benefits</p>
--	--

## UISC Specialized Staff

Name

Telephone

Specialized Program

Deputy

Sta Desk

Supervisor

Gary Batten

242-0421

Workman's Comp

04

2197

Ryan West

Dianne Dawson

281-9043

Missing Wages

95

2199

Brenda Boten

Karen Holett

242-0455

Missing Wages

39

4353

Ryan West

Kasandra Ellenwood

242-0450

Wrong Last Employer, Business Closings and 2nd Benefit Year Requalifications

Brenda Boten

Lisa Stielow

242-0480

Too Late Protests, Business Closings and 2nd Benefit Year Requalifications

56

6195

Brenda Boten

Matt Gifford

242-0483

TRA (Trade)

80

8822

Brenda Boten

Ryan Moses

242-0429

Combined Wage Claims (CWC)

Dave Eklund

Veronica Young

281-9349

Combined Wage Claims (CWC)

53

5523

Dave Eklund

Jeniffer Nutting  
242-0478  
Training Extension Benefitis (TEB)  
44  
8131  
Brenda Boten  
Christina Steen  
242-0467  
Training Extension Benefitis (TEB)  
85  
1594  
Brenda Boten  
Tom Tavegia  
242-0473  
Federal and Military Claims (FED/MIL)  
68  
3046  
Ryan West  
Ray Dyer  
281-9344  
Alternate Base Period Claims (ABP)  
Ryan West  
Michelle Saddoris  
242-0482  
Direct Deposit Rejects, Debit Card Issues and Vendor Offsets  
Dave Eklund  
Connie Dykstra  
242-0427  
Voluntary Shared Work, Employer Filed Claims and Vacation/Severance  
99  
4327  
Dave Eklund  
Marlys Guy  
242-0441  
Overpayments  
05  
7530  
Dave Eklund  
Kirsten Wood  
242-0416  
Overpayments  
98  
3934  
Dave Eklund  
Evelyn Ruby  
242-0436  
Tax Intercepts, 1099's and Overpayments  
26  
4997  
Dave Eklund  
Nhoui Knounlo  
242-0438  
Returned and Forged Warrants  
37  
4760  
Dave Eklund  
Lisa Kolontar  
281-8228  
Chargebacks  
11  
1071  
Dave Eklund

**Message: FW: Weekly Appeals Report**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:06 PM  
Item ID: 40861181  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ FW: Weekly Appeals Report**

**From** Hillary, Teresa [IWD]      **Date** Monday, July 22, 2013 12:33 PM  
**To** Wise, Steve [IWD]  
**Cc**

---

Can you handle this.

---

**From:** Mormann, Marlon [IWD]  
**Sent:** Monday, July 22, 2013 11:53 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** RE: Weekly Appeals Report

I want one ready when this goes down, that is all I am asking.

**Marlon Mormann, Administrative Law Judge**  
**515-265-3512**

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, July 22, 2013 10:34 AM  
**To:** Mormann, Marlon [IWD]  
**Subject:** RE: Weekly Appeals Report

I would contact the help desk to find out how to back up on your U drive if you do not know how. If your computer breaks and you need a new one, I'm pretty sure the agency will buy you one. Why don't you ask Steve W how old your computer is in relation to your colleagues. I'm sure that you do

not want a new computer before one of your colleagues who is working on an older model gets a new one, right?

Thank much

Teresa Hillary

---

**From:** Mormann, Marlon [IWD]  
**Sent:** Monday, July 22, 2013 10:28 AM  
**To:** Hillary, Teresa [IWD]; Wise, Steve [IWD]  
**Subject:** RE: Weekly Appeals Report

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**Marlon Mormann, Administrative Law Judge**  
**515-265-3512**

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, July 22, 2013 9:36 AM  
**To:** Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Walsh, Joseph; Wise, Debra [IWD]; Wise, Steve [IWD]; Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Benson, Joni [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]  
**Cc:** Wahlert, Teresa [IWD]  
**Subject:** Weekly Appeals Report

#### WEEKLY APPEALS REPORT

For week ending July 20, 2013

Cases on hand 1702

Cases over 30 days old 629



Decisions filed for this week 318

Number of appeals filed this week 216

For the week ending July 27, 2013

Number of cases to be heard this week 260

# of cases that can make 30 days this week 22 (8.4%)

# of cases that can make 45 days this week 189 (72.6%)

As we make slow but sure progress you can all expect a report like this from me every Monday morning so we can see where we all stand. It will be slower than any of us like but we will eventually get to the DOL required standard of 60% of our cases decided in 30 days and 85% decided in 45 days.

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Myra is gone all week, Deb will be helping docket appeals. There are also cases for an absent colleague to be covered. Please let Joni know if you can help the unit with any of this work.

When we get caught up and can meet the standards number of cases assigned per ALJ will decrease.

Let me know if you have any questions.

Thanks much for all your help and hard work,

Teresa Hillary

**Message: FW: Coverage For The Week Of July 22 - 26**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:05 PM  
Item ID: 40861179  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ FW: Coverage For The Week Of July 22 - 26**

**From** Hillary, Teresa [IWD]      **Date** Monday, July 22, 2013 11:25 AM  
**To** Lewis, Devon [IWD]  
**Cc**

---

 [image002.gif](#) (3 Kb HTML)

---

Fyi, it's like this everyday with him

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, July 22, 2013 10:25 AM  
**To:** Alexander, Marty [IWD]; Benson, Joni [IWD]  
**Subject:** RE: Coverage For The Week Of July 22 - 26

We will certainly think about this, but for now we are going to follow the schedule listed below.

Thanks for your cooperation.

Teresa Hillary

---

**From:** Alexander, Marty [IWD]  
**Sent:** Monday, July 22, 2013 10:23 AM  
**To:** Benson, Joni [IWD]

**Cc:** Hillary, Teresa [IWD]  
**Subject:** RE: Coverage For The Week Of July 22 - 26  
**Importance:** High

When do I get time to do my job, and why can't the other two clerks do mail also don't you think that Vanessa and I are not busy ? just asking why we all cannot do mail and faxes.

---

**From:** Benson, Joni [IWD]  
**Sent:** Monday, July 22, 2013 10:14 AM  
**To:** Benson, Joni [IWD]; Oatts, Sandra [IWD]; Alexander, Marty [IWD]; Ziegler, Vanessa [IWD]; Anderson, Donnell [IWD]  
**Cc:** Ackerman, Susan [IWD]; Hendricksmeyster, Bonny [IWD]; Nice, Terence [IWD]; Stephenson, Randall [IWD]; Hillary, Teresa [IWD]  
**Subject:** RE: Coverage For The Week Of July 22 - 26

**Marty is going to be gone on Thursday. Please see changes for Thursday:**

-

**Monday**

(Sandy & Myra gone)

1. Vanessa – tasks; ALJ coverage - Susan
2. Donni – scheduling (am) – putting labels on files; ALJ coverage - Randy
3. Marty – Mail (divide amongst clerks) & Faxes; ALJ coverage – Bonny & Terry

**Tuesday**

(Myra gone; Marty may arrive late)

1. Sandy – tasks
2. Donni – scheduling (am) – putting labels on files
3. Marty - Faxes
- 4, Vanessa - Mail

**Wednesday**

(Myra gone)

1. Sandy – tasks;
2. Donni – scheduling (am) – putting labels on files;
3. Marty – Mail
4. Vanessa - Faxes

**Thursday**

(Myra gone)

1. Sandy – tasks
2. Donni – scheduling (am) – putting labels on files
3. Vanessa – Mail & Faxes

**Friday**

(Myra & Joni gone)

1. Sandy – tasks
2. Donni – scheduling (am) – putting labels on files
3. Marty - Mail
4. Vanessa – Faxes

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

---

**Message: FW: Weekly Appeals Report**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:05 PM  
Item ID: 40861178  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **FW: Weekly Appeals Report**

**From** Hillary, Teresa [IWD]      **Date** Monday, July 22, 2013 11:22 AM  
**To** Lewis, Devon [IWD]  
**Cc**

---

Sorry thought I had sent you my response.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, July 22, 2013 10:34 AM  
**To:** Mormann, Marlon [IWD]  
**Subject:** RE: Weekly Appeals Report

I would contact the help desk to find out how to back up on your U drive if you do not know how. If your computer breaks and you need a new one, I'm pretty sure the agency will buy you one. Why don't you ask Steve W how old your computer is in relation to your colleagues. I'm sure that you do not want a new computer before one of your colleagues who is working on an older model gets a new one, right?

Thank much

Teresa Hillary

---

**From:** Mormann, Marlon [IWD]  
**Sent:** Monday, July 22, 2013 10:28 AM

**To:** Hillary, Teresa [IWD]; Wise, Steve [IWD]  
**Subject:** RE: Weekly Appeals Report

My computer is getting slow now that the weather is hot. A sure sign of worn out hard drive or motherboard. Do we have any plan to switch out computers when one starts going bad. Any in stock? What do I backup?

**Marlon Mormann, Administrative Law Judge**  
**515-265-3512**

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, July 22, 2013 9:36 AM  
**To:** Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Walsh, Joseph; Wise, Debra [IWD]; Wise, Steve [IWD]; Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Benson, Joni [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]  
**Cc:** Wahlert, Teresa [IWD]  
**Subject:** Weekly Appeals Report

#### WEEKLY APPEALS REPORT

For week ending July 20, 2013

Cases on hand 1702

Cases over 30 days old 629

Decisions filed for this week 318

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Thanks much for all your help and hard work,

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**Message: FW: Weekly Appeals Report**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:05 PM  
Item ID: 40861176  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **FW: Weekly Appeals Report**

**From** Hillary, Teresa [IWD]      **Date** Monday, July 22, 2013 10:58 AM  
**To** Wise, Steve [IWD]  
**Cc**

---

FYI

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, July 22, 2013 10:34 AM  
**To:** Mormann, Marlon [IWD]  
**Subject:** RE: Weekly Appeals Report

I would contact the help desk to find out how to back up on your U drive if you do not know how. If your computer breaks and you need a new one, I'm pretty sure the agency will buy you one. Why don't you ask Steve W how old your computer is in relation to your colleagues. I'm sure that you do not want a new computer before one of your colleagues who is working on an older model gets a new one, right?

Thank much

Teresa Hillary

---

**From:** Mormann, Marlon [IWD]  
**Sent:** Monday, July 22, 2013 10:28 AM

**To:** Hillary, Teresa [IWD]; Wise, Steve [IWD]  
**Subject:** RE: Weekly Appeals Report

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**Marlon Mormann, Administrative Law Judge**  
**515-265-3512**

---

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**To:** Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Walsh, Joseph; Wise, Debra [IWD]; Wise, Steve [IWD]; Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Benson, Joni [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]  
**Cc:** Wahlert, Teresa [IWD]  
**Subject:** Weekly Appeals Report

#### WEEKLY APPEALS REPORT

For week ending July 20, 2013

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Thanks much for all your help and hard work,

Teresa Hillary

**Message: FW: Weekly Appeals Report****Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:05 PM  
 Item ID: 40861175  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ FW: Weekly Appeals Report**

**From** Hillary, Teresa [IWD]      **Date** Monday, July 22, 2013 10:34 AM  
**To** Lewis, Devon [IWD]  
**Cc**

fyi

---

**From:** Mormann, Marlon [IWD]  
**Sent:** Monday, July 22, 2013 10:28 AM  
**To:** Hillary, Teresa [IWD]; Wise, Steve [IWD]  
**Subject:** RE: Weekly Appeals Report

My computer is getting slow now that the weather is hot. A sure sign of worn out hard drive or motherboard. Do we have any plan to switch out computers when one starts going bad. Any in stock? What do I backup?

**Marlon Mormann, Administrative Law Judge**  
**515-265-3512**

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Monday, July 22, 2013 9:36 AM  
**To:** Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Walsh, Joseph; Wise,

Debra [IWD]; Wise, Steve [IWD]; Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Benson, Joni [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]

**Cc:** Wahlert, Teresa [IWD]

**Subject:** Weekly Appeals Report

#### WEEKLY APPEALS REPORT

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Teresa Hillary

**Message: hearing schedule**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:05 PM  
Item ID: 40861171  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **hearing schedule**

**From** Hillary, Teresa [IWD]      **Date** Saturday, July 20, 2013 11:26 AM  
**To** Lewis, Devon [IWD]  
**Cc**

---

Hey,

I need you to let Joni know what your set hearing schedule will be. I am thinking I'm going to 15 per week set. I think you and Steve should just let me know what you want to do and we will put that in.

Bonny sent a request to Joni to take two hearings off of her thur morning b/c of staff meeting. I've told her to call me on Monday. She will be required to put in 30 per week and have time for a staff meeting every other thur.

I've written to TN to tell him to add up to 30. All the alj's but the leads who are doing lots of other stuff. Just let me know or call I'm at the office.

**Message: Weekly Appeals Report**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:05 PM  
Item ID: 40861174  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **Weekly Appeals Report**

**From** Hillary, Teresa [IWD]

**Date**  
Monday,  
July 22,  
2013 9:36  
AM

**To** Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Walsh, Joseph; Wise, Debra [IWD]; Wise, Steve [IWD]; Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Benson, Joni [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]

**Cc** Wahlert, Teresa [IWD]

---

**WEEKLY APPEALS REPORT**

For week ending July 20, 2013

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Let me know if you have any questions.

Thanks much for all your help and hard work,

Teresa Hillary

**Message: FW: blub for weekly UI update**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:05 PM  
Item ID: 40861170  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **FW: blub for weekly UI update**

**From** Hillary, Teresa [IWD]      **Date** Friday, July 19, 2013 2:53 PM  
**To** West, Ryan [IWD]  
**Cc** Lewis, Devon [IWD]

---

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

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Below is what Devon and I came up with for a blub. Let me know if you need more information. The one directly below this e-mail, Devon's edited one is the version to use.

Thanks again

---

**From:** Lewis, Devon [IWD]  
**Sent:** Friday, July 19, 2013 2:30 PM  
**To:** Hillary, Teresa [IWD]  
**Subject:** RE: blub for weekly UI update

The ALJs and clerks from the UI appeal section had our first introduction to basic claims training on July 18 in a session taught by Dave Eklund and Ryan West. Basics of DBRO and NMRO screens were covered with a focus on what information would be useful for the ALJs when conducting their hearings. ALJs are being given contact names and numbers for particular issues, like workers' compensation quarter substitution, so they will know who in claims to contact for more information. Additionally, a master list of what screens are available is being provided to the ALJs. Putting names

with faces was helpful for all of us and a recognition that we are all working on producing a good product and are not at cross purposes. Planning is under way for our next training session to cover lotus notes.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Friday, July 19, 2013 8:28 AM  
**To:** Lewis, Devon [IWD]  
**Subject:** blub for weekly UI update

The ALJs and clerks from the UI appeal section had our first introduction to basic claims training on July 18 in a session taught by Dave Eklund and Ryan West. Basics of DBRO and NMRO screens were covered with a focus on what information would be useful for the ALJs when conducting their hearings. ALJs are being given contact names and numbers for particular issues, like workers compensation wages substitution, so they will know who in claims to contact for more information. Additionally, a master list of what screens are available is being provided to the ALJs. Putting names with faces was helpful for all of us and a recognition that we are all working on producing a good product and not at cross purposes. Planning is under way for our next training session to cover lotus notes.

D,

Edit at will

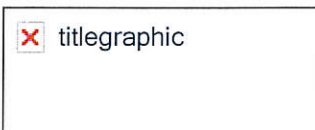
---

**From:** West, Ryan [IWD]  
**Sent:** Thursday, July 18, 2013 5:13 PM  
**To:** Hillary, Teresa [IWD]; Eklund, David [IWD]; Lewis, Devon [IWD]  
**Cc:** Wilkinson, Michael [IWD]  
**Subject:** RE: THANK YOU

Thank you Teresa. Lotus Notes it is, if you want to schedule the time that would be great.

I have a favor if you don't mind. Can you and/or Devon type me a short paragraph of the training "5 to 10 sentences"? The departments within UI are going to start sending out a short weekly letter of updates and on goings. I have an appeals spot and would greatly appreciate something from you guys if you didn't mind? Thanks again.

Ryan West  
Regional Operations Manager  
Iowa Workforce Development  
(515) 242-0413 P  
(515) 281-9321 F



---

**From:** Hillary, Teresa [IWD]  
**Sent:** Thursday, July 18, 2013 4:40 PM  
**To:** Eklund, David [IWD]; West, Ryan [IWD]  
**Cc:** Wilkinson, Michael [IWD]  
**Subject:** THANK YOU

I just want to thank you both for the great training today. I heard nothing but positive comments from the ALJ's about the information you both provided. Ryan your idea that we should have our next training session on a limited topic for an hour is a good one. We are getting LOTUS notes set up and should have that done by the end of August. How about that for the next topic? Dave, if you see any problems come across your desk like the contributory/reimbursable, please call me so we can fix those things. The ALJ's can't fix what we don't know is broken.

Again,

Thank you both

Teresa Hillary

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

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**Message: FW: CD Request**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:05 PM  
Item ID: 40861168  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **FW: CD Request**

**From** Hillary, Teresa [IWD]      **Date** Friday, July 19, 2013 2:49 PM  
**To** Lewis, Devon [IWD]  
**Cc**

---

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Now I know why that Ludkte appeal letter was in Joes office. I think the EAB has reviewed this already from my review of NMRO. I think there is nothing more we can do. What do you think?

---

**From:** Anderson, Donnell [IWD]  
**Sent:** Friday, July 19, 2013 2:13 PM  
**To:** Benson, Joni [IWD]  
**Cc:** Hillary, Teresa [IWD]  
**Subject:** FW: CD Request

This sound file was missing and Vicki had told me to ask Joe about it because he had reviewed it. He never got back to me...

---

**From:** Benson, Joni [IWD]  
**Sent:** Friday, July 05, 2013 3:11 PM  
**To:** Anderson, Donnell [IWD]  
**Subject:** CD Request

12 A UI 14489 OC 11/11/12 REF 01

CLM LUDTKE, MICHELLE, L EMP NEUROLOGY CONSULTANTS PC

HEARING 02/20/13 09:00 AM ALJ VS

## Joni K. Benson

Iowa Workforce Development - UI Appeals

Ph: 515-281-8484 FAX: 515-242-5144

email: [joni.benson@iwd.iowa.gov](mailto:joni.benson@iwd.iowa.gov)



*Please consider the environment before printing this e-mail.*

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

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**Message: blub for weekly UI update**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:05 PM  
Item ID: 40861163  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **blub for weekly UI update**

**From** Hillary, Teresa [IWD]      **Date** Friday, July 19, 2013 8:28 AM  
**To** Lewis, Devon [IWD]  
**Cc**

---

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

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The ALJs and clerks from the UI appeal section had our first introduction to basic claims training on July 18 in a session taught by Dave Eklund and Ryan West. Basics of DBRO and NMRO screens were covered with a focus on what information would be useful for the ALJs when conducting their hearings. ALJs are being given contact names and numbers for particular issues, like workers compensation wages substitution, so they will know who in claims to contact for more information. Additionally, a master list of what screens are available is being provided to the ALJs. Putting names with faces was helpful for all of us and a recognition that we are all working on producing a good product and not at cross purposes. Planning is under way for our next training session to cover lotus notes.

D,

Edit at will

---

**From:** West, Ryan [IWD]  
**Sent:** Thursday, July 18, 2013 5:13 PM  
**To:** Hillary, Teresa [IWD]; Eklund, David [IWD]; Lewis, Devon [IWD]  
**Cc:** Wilkinson, Michael [IWD]  
**Subject:** RE: THANK YOU

Thank you Teresa. Lotus Notes it is, if you want to schedule the time that would be great.

I have a favor if you don't mind. Can you and/or Devon type me a short paragraph of the training "5 to 10 sentences"? The departments within UI are going to start sending out a short weekly letter of updates and on goings. I have an appeals spot and would greatly appreciate something from you guys if you didn't mind? Thanks again.

Ryan West  
Regional Operations Manager  
Iowa Workforce Development  
(515) 242-0413 P  
(515) 281-9321 F

 titlegraphic

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**From:** Hillary, Teresa [IWD]  
**Sent:** Thursday, July 18, 2013 4:40 PM  
**To:** Eklund, David [IWD]; West, Ryan [IWD]  
**Cc:** Wilkinson, Michael [IWD]  
**Subject:** THANK YOU

I just want to thank you both for the great training today. I heard nothing but positive comments from the AL's about the information you both provided. Ryan your idea that we should have our next training session on a limited topic for an hour is a good one. We are getting LOTUS notes set up and should have that done by the end of August. How about that for the next topic? Dave, if you see any problems come across your desk like the contributory/reimbursable, please call me so we can fix those things. The AL's can't fix what we don't know is broken.

Again,

Thank you both

Teresa Hillary

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

**Message: FW: er says this was dismissed b/c of bias wants to know when new hrg is set call robert pls**

**Case Information:**

Message Type: Exchange  
 Message Direction: Internal  
 Case: IWD Senator Petersen Request - Version 3  
 Capture Date: 7/10/2014 1:32:05 PM  
 Item ID: 40861160  
 Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

✉ **FW: er says this was dismissed b/c of bias wants to know when new hrg is set call robert pls**

**From** Hillary, Teresa [IWD]      **Date** Thursday, July 18, 2013 3:00 PM  
**To** Wise, Steve [IWD]  
**Cc**

Isn't this the case the JT had that the cl wd. Can you please handle this. Let me know in case a complaint get to the Director so I can address it with her.

Thanks much  
 Teresa Hillary

-----Original Message-----

From: Oatts, Sandra [IWD]  
 Sent: Thursday, July 18, 2013 1:46 PM  
 To: Benson, Joni [IWD]  
 Cc: Hillary, Teresa [IWD]  
 Subject: er says this was dismissed b/c of bias wants to know when new hrg is set call robert pls

APPEAL CASE PHONE NUMBERS 13:44:37 07/18/2013  
 APPEAL#: 13 A UI 04203 SSN: ██████████  
 HEARING: 07/12/2013 08:00 AM ALJ: SW \*POSTPONED\*

CLAIMANT - SCREEN 1:

DELEON, JESSICA, N	258	402 216 6615
DENISE A WIELER	068	712 323 3266

EMPLOYER - SCREEN 1:

ANN M. ROUWENHORST		000 000 0000
1. SARA BENSON	247	712 256 0026
2. ROBERT ROUWENHORST	247	515 554 1117
3. CHRIS GAMM	247	712 256 0026

**Message: ALJ staff meeting**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:05 PM  
Item ID: 40861149  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **ALJ staff meeting**

**From** Hillary, Teresa [IWD]      **Date** Wednesday, July 17, 2013 4:53 PM  
**To** Wahlert, Teresa [IWD]  
**Cc**

---

The clerical staff have asked to be allowed to attend the alj staff meeting on Thursday after our training session. I would like to let them see what happens there and how discussion is handled, but said I would check with you. Pls let me know if you have any issues with the clerks attending this Thursday's alj staff meeting.

Thank much  
Teresa Hillary

**Message: ALJ staff meetings**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:05 PM  
Item ID: 40861155  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **ALJ staff meetings**

**From** Hillary, Teresa [IWD]      **Date** Thursday, July 18, 2013 7:51 AM  
**To** Wahlert, Teresa [IWD]  
**Cc** Benson, Joni [IWD]

---

I am ready to send out the schedule, but would like to get your approval to cancel the next meeting on August 1. Both Devon and I are scheduled to be on vacation that day. Can we start with a meeting on August 15 and then every two weeks thereafter through the end of the year. Joni will send out the invites and let the ALJs know they may participate in-person or via conference call.

Thanks much  
Teresa Hillary

**Message: FW: new and improved ecisions per alj chart: now with more march!**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:05 PM  
Item ID: 40861148  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ FW: new and improved ecisions per alj chart: now with more march!**

**From** Hillary, Teresa [IWD]      **Date** Wednesday, July 17, 2013 4:45 PM  
**To** Lewis, Devon [IWD]  
**Cc**

---

 [Decisions per ALJ 2013.docx](#) (19 Kb HTML)

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Fyi part of the numbers I will be giving to the director  
When I get the number from the kevin report I will pass those on to you too

---

**From:** Anderson, Donnell [IWD]  
**Sent:** Wednesday, July 17, 2013 4:16 PM  
**To:** Hillary, Teresa [IWD]  
**Subject:** new and improved ecisions per alj chart: now with more march!



	MONTHS OF 2013						
ALJ	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	TOTAL
ACKERMAN	116	78	92	84	81	106	<b>557</b>
DONNER	29	80	81	37	140	118	<b>485</b>
ELDER	19	33	84	68	67	70	<b>341</b>
HENDRICKSMEYER	126	65	98	94	88	119	<b>590</b>
HILLARY	33	32	36	81	67	108	<b>357</b>
LEWIS	48	115	100	91	74	108	<b>536</b>
MORMANN	85	97	96	112	124	75	<b>589</b>
NICE	109	83	75	84	93	67	<b>511</b>
SCHEETZ	111	157	123	125	129	128	<b>773</b>
SEECK	86	41	92	58	65	58	<b>400</b>
STEPHENSON	1	97	120	100	107	69	<b>494</b>
TIMBERLAND	79	56	96	60	77	108	<b>476</b>
WALSH	6	24	36	1	16	14	<b>97</b>
WISE, D	93	114	86	71	108	103	<b>575</b>
WISE, S	76	99	90	57	93	56	<b>471</b>
DIA/DAH	71	34	57	62	65	38	<b>327</b>
<b>TOTAL</b>	<b>1088</b>	<b>1205</b>	<b>1362</b>	<b>1185</b>	<b>1394</b>	<b>1345</b>	<b>7579</b>

Chart Shows Decisions submitted by ALJ in a given month. Numbers come from "Monthly Appeals Report" for each month from the DOL.

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**Message: Policy issue: ALJs taking quesitons calls it' in the new pdq**

---

**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:04 PM  
Item ID: 40861142  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

**✉ Policy issue: ALJs taking quesitons calls it' in the new pdq**

**From** Hillary, Teresa [IWD]      **Date** Wednesday, July 17, 2013 12:03 PM  
**To** Lewis, Devon [IWD]  
**Cc**

---

This is one of those questions that gets sent to me by clerical. We don't have a list of aljs to take calls. Policy, should an alj who is going to hear this case talk to a litigant prior to the hearings. Should an alj even answer this question? Policy Issue.

On this one I will call the cl back and handle this question.

---

**From:** Anderson, Donnell [IWD]  
**Sent:** Wednesday, July 17, 2013 11:07 AM  
**To:** Hillary, Teresa [IWD]  
**Subject:** 07753.b 8/7 at 8am

The cl does not understand the definition of reasonable assurance. She can be reached at the number below.

APPEAL#: 13 A UI 07753      SSN: ██████████  
HEARING: 08/07/2013 08:00 AM      ALJ: B

CLAIMANT - SCREEN 1:  
JACKSON, ARMITRA, L      178 870 413 1595

EMPLOYER - SCREEN 1:

4011 MERIDIAN ST N

000 000 0000

**Message: FW: Policy for Part Time quits**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:04 PM  
Item ID: 40861137  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **FW: Policy for Part Time quits**

**From** Hillary, Teresa [IWD]      **Date** Wednesday, July 17, 2013 8:11 AM  
**To** Lewis, Devon [IWD]  
**Cc**

---

 [Part time quit.docx](#) (74 Kb HTML)

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fyi

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**From:** Wilkinson, Michael [IWD]  
**Sent:** Tuesday, July 16, 2013 5:31 PM  
**To:** Hillary, Teresa [IWD]  
**Cc:** Lewis, Devon [IWD]  
**Subject:** RE: Policy for Part Time quits

That is because I forgot to attach it to the original e-mail. JoAnn Goode will also send it out to everyone on Wednesday.

---

**From:** Hillary, Teresa [IWD]  
**Sent:** Tuesday, July 16, 2013 4:33 PM  
**To:** Wilkinson, Michael [IWD]  
**Cc:** Lewis, Devon [IWD]  
**Subject:** FW: Policy for Part Time quits

Hey, there was no "policy" attached to the e-mail the director sent to me. Would you please send me the policy so I can share it with the ALJs.

Thanks much  
Teresa Hillary

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**From:** Wahlert, Teresa [IWD]  
**Sent:** Tuesday, July 16, 2013 3:08 PM  
**To:** Hillary, Teresa [IWD]  
**Subject:** Fwd: Policy for Part Time quits

- Teresa Wahlert

Begin forwarded message:

**From:** "Wilkinson, Michael [IWD]" <[Michael.Wilkinson@iwd.iowa.gov](mailto:Michael.Wilkinson@iwd.iowa.gov)>  
**Date:** July 16, 2013, 2:18:36 PM CDT  
**To:** "Eklund, David [IWD]" <[David.Eklund@iwd.iowa.gov](mailto:David.Eklund@iwd.iowa.gov)>, "West, Ryan [IWD]" <[Ryan.West@iwd.iowa.gov](mailto:Ryan.West@iwd.iowa.gov)>  
**Cc:** "Wahlert, Teresa [IWD]" <[Teresa.Wahlert@iwd.iowa.gov](mailto:Teresa.Wahlert@iwd.iowa.gov)>, "Olivencia, Nicholas [IWD]" <[Nicholas.Olivencia@iwd.iowa.gov](mailto:Nicholas.Olivencia@iwd.iowa.gov)>  
**Subject:** Policy for Part Time quits

Please share with staff immediately. I will have JoAnn distribute it to UI Division and Appeals Bureau staff.

Terry E. Branstad, Governor

Kim Reynolds, Lt. Governor

Teresa Wahlert, Director

To: All Unemployment Insurance Division Staff

All Unemployment Insurance Appeals Bureau Staff

From: Teresa Wahlert, Director

Subject: Policy for Part-time Quits

It is the policy of the Department to thoroughly investigate the reason for any employment separation and adjudicate accordingly. This includes part-time and supplemental employment. If it is determined through an investigation that the part-time worker quit their job without good cause, then IAC 871-24.27 will be applied. If it is determined through an investigation that the claimant was employed full time, IAC 871-24.27 does not apply regardless of the duration of that full time employment. Allowance or denial of benefits will be based on the facts surrounding the reasons for separation.

This policy is effective July 16, 2013.

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**Message: RE: Policy staff meeting agenda**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:04 PM  
Item ID: 40861139  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **RE: Policy staff meeting agenda**

**From** Hillary, Teresa [IWD] **Date** Wednesday, July 17, 2013  
9:52 AM  
**To** Lewis, Devon [IWD]; Benson, Joni  
[IWD]  
**Cc**

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Joni,

Devon is and always will be the Queen of organization....her agenda is attached.

Devon do you think we are going to be soooooooooo loooooong with all of these for Thursday. I saw we just go for it. A new day..what do you think.

Joni,

B4 u send agenda to alj pls run by me and Devon

---

**From:** Lewis, Devon [IWD]  
**Sent:** Wednesday, July 17, 2013 9:42 AM  
**To:** Benson, Joni [IWD]; Hillary, Teresa [IWD]  
**Subject:** Policy staff meeting agenda

*Devon*

**Message: training wish list**

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**Case Information:**

Message Type: Exchange  
Message Direction: Internal  
Case: IWD Senator Petersen Request - Version 3  
Capture Date: 7/10/2014 1:32:04 PM  
Item ID: 40861141  
Policy Action: Not Specified

**Mark History:**

No reviewing has been done

**Policies:**

No Policies attached

 **training wish list**

**From** Hillary, Teresa [IWD]      **Date** Wednesday, July 17, 2013 11:01 AM  
**To** Lewis, Devon [IWD]  
**Cc**

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 [TRAINING WISH LIST.docx](#) (25 Kb HTML)

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## TRAINING WISH LIST FOR UI APPEALS

Replies from ALJ's: Hillary, Lewis, Mormann, Hendricksmeier, Stephenson, D.Wise, Nice, (7 of 15)

Replies from Clerical: Joni, Myra, Donni, (3 of 6)

### CLERICAL LIST:

Basic claims training, how to read NMRO, DBRO, etc...what does it all mean

List of acronyms and what they stand for so "I can speak the UI language."

New law regarding OVPY not sure what it is and I would like to know and understand it

Who can we refer people to when they ask about benefits, not give them a phone number with a recording.

A current list of deputy numbers, including I & R, RES QC. New ANS decn numbers & how they affect claims (087, 260)

Dealing with highly emotional people training and a list of Resources People we can send claimants too.

Security training tips, to help deal with large volumes of paper with constant interruptions

Knowing the basics about how a hearing is conducted.so we can answer basic questions like how long is a hearing, how does the FF affect the ALJ hearing, will I get to ask the other party questions.

Website training, I know it has great resources for people, but I only know the little bit I have explored on my own

### ALJ LIST

Training on ERA other than basic UI FF docs

A "go to" list of contact for each section for questions about Tax, OP, CWC, QA, FF etc

A "walk-through" training session from various sections in staff meetings

More communication from other depts. About current issues and developments

PTO vs Vacation Pay

Severance Pay, where the ER buys out the cl employment rights in trade for severance

Want the FF to inquire more fully in drug testing cases. Too many cl are dq'd when the Er has not complied with 730.5

Whether the FF read the ER information if the ER does not personally participate . Are the docs submitted by the ER discussed with the Cl.

Fact-finder needs to check whether the proper employer has been sent a notice of claim or notice for fact-finding. I have had repeated decisions where there is no employer account number that usually puts into question whether claimant worked for it and/or earned wages for insured work.

Fact-finder needs to check department decision record prior to doing a hearing on an issue. Might discover DAT decision has been issued and the current issue before them has to do with an availability issue.

Fact-finder needs to determine whether a voluntary quit is due to part-time or full-time employment. If part-time, can the claimant be otherwise eligible for work and earned wages with other base period employers.

Timely protest decisions should reference the ten-day period begins when the department mailed the notice of claim, and NOT the effective date of the claim.

Fact-finder should check to see if claimant worked for a recent supplemental employer (ment). See 871 IAC 23.43a,b. Claimant might be eligible for benefits and the supplemental employer is relieved of liability for the claim.

Fact-finders should allow parties to state their case and not cut them off in a discourteous manner. It makes for anxious and difficult to control participants in our hearings

List of people in claims I could contact by e-mail or phone when I had a question or need to understand. What I mean is one main person (not MP) to contact so we get more contact with others in the agency. For example, questions on TEB, TRA, DUA, OP when you can't decipher why or how the OP was made. If claims could identify a primary contact for different subject matters this would be helpful for me and possibly

others. If someone would give me the name of the person needed to get this information, I would be happy to make the list and give it to all ALS.

Training on what screens I can use to find out information. Ex – klog can give information about TEB determinations and KTEP has comments are there other screens where I can look to find out information and ID what information goes with what screen.

Is there a cite where I can go to find DOL guidelines that Claims follows especially for Fed programs – DUA and TRA .

Where can I find TEB support docs that are not on ERIC

The BIG one – training on the new electronic filing system Claims hopes to implement within the next few months

Difference between backdating a claim and retroactive benefits.

When is it a reopen or an additional date, how is that determination made

EUCU training and implementation if a new program is approved

Education on what is available in our systems...Just learned that Lotus notes has recorded the date a cl files their claim online and what information they submit

Waiver in OP cases for EUCU

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