

Message: Iowa Appeals Monitoring Report

Case Information:

Message Type: Exchange
Message Direction: External, Inbound
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:21 PM
Item ID: 40861644
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Iowa Appeals Monitoring Report**

From Svee, Cheryl - ETA

Date Tuesday, April 15,
2014 4:11 PM

To Wahlert, Teresa [IWD]

Cc Wilkinson, Michael [IWD]; Hillary, Teresa [IWD]; Wise, Steve [IWD]; Lewis, Devon [IWD]; RO5-RA-CHI, Official - ETA; OSS, ETAR5 - ETA

 [IA Appeals Monitoring Report.pdf](#) (209 Kb HTML)

During the period March 10-12, 2014, the U.S. Department of Labor, Employment and Training Administration (ETA) conducted a review of your organization's Unemployment Insurance (UI) Lower Authority Appeals Program. The report from that visit is attached.

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

Image 1

U.S. Department of Labor

Employment and Training Administration
REGION V
John C. Kluczynski Building

230 South Dearborn Street, 6
th Floor

Chicago, IL 60604-1505

<http://www.doleta.gov/regions/reg05>

April 15, 2014

Teresa Wahlert, Director
Iowa Workforce Development
1000 E. Grand Avenue
Des Moines, IA 50319-0209

Dear Director Wahlert:

During the period March 10-12, 2014, the U.S. Department of Labor, Employment and Training Administration (ETA) conducted a review of your organization's Unemployment Insurance (UI) Lower Authority Appeals Program. The enclosed report outlines the review scope, any identified compliance findings, required corrective actions, areas of concern, and notable practices. The report is based on information and documents provided as of March 20, 2014 when the official numbers for February 2014 Appeals time-lapse and case-aging became available. Questions raised subsequent to this review are being examined separate from this report.

I hope that our review has been helpful to you. Please express our appreciation to your staff for their assistance during this review and in providing the necessary details on various elements of the program and for completing the required materials.

If you have any questions, please contact Betsy Schloesser at (312) 596-5445 or Schloesser.Betsy@dol.gov.

Sincerely,

Byron Zuidema
Regional Administrator

Enclosure

Cc: Michael Wilkinson, Administrator, UI Services Division

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

Image 2

eta

UNITED STATES DEPARTMENT OF LABOR
EMPLOYMENT AND TRAINING ADMINISTRATION

Monitoring Report

Iowa Workforce Development

Unemployment Insurance Appeals

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

Image 3

Unemployment Insurance Appeals – Iowa Workforce Development

eta UNITED STATES DEPARTMENT OF LABOR EMPLOYMENT AND TRAINING ADMINISTRATION

EXECUTIVE SUMMARY

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

No Findings or Areas of Concern were identified.

REVIEW SCOPE

Date of Review:

March 10-12, 2014

Site Visited:

UI Appeals Division, Iowa Workforce Development, Des Moines, IA

ETA Reviewers:

Betsy Schloesser, UI Program Specialist

Date of Exit Conference:

March 14, 2014

In Attendance:

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

The purpose of the review was to:

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

The goal of the review, as stated in ETA Review Guide for Lower Authority UI Appeals Operations, is to discover ways and means for continuous improvement in the administration of the UI Appellate process. The review included interviews with the three lead workers of UI Appeals; an analysis of the work processing (including a review of twenty case files); and an evaluation and discussion of detailed information provided, as requested, in the Appendix to the ETA Review Guide for Lower Authority UI Appeals Operations. The reviewer used the Review Guide and Appendix as the primary tool for conducting the review. This review did not include a review of the Appeals Division management above the Lead Workers of the UI Appeals process. Subsequent to the monitoring visit, issues were raised that were outside the scope of the on-site review, which are being examined separate from this report.

Image 4**Unemployment Insurance Appeals – Iowa Workforce Development**

eta UNITED STATES DEPARTMENT OF LABOR EMPLOYMENT AND TRAINING ADMINISTRATION

BACKGROUND and STATE PERFORMANCE RESULTS

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

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

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

RESULTS: For calendar year ending 12/31/13, Iowa's case age average was 20.3 days. Iowa does have a CAP in place for this measure as part of the FY 2014 SQSP. However, it is important to note that Iowa has met this measure since August 2013 and is currently meeting this measure.

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

RESULTS: Iowa continues to meet this measure with 98.7% for calendar year 2013. The Iowa scores did not change significantly at the most recent Appeals Quality National Review in 2013 which reviewed a subsample of cases from calendar year 2012. At the review, a subsample of

cases from all states is reviewed by a team of peers. Only one deficiency for “Attitude” was identified. “Attitude” indicates if the hearing officer made the necessary effort to put the parties at ease. It was noted as part of the 2013 Annual Appeals Review that parties could be confused about the appeal deadline because the cover page with the explanation references the “date below” in calculating the appeal period, with the date in question not listed until the last page of the decision. The wording on the cover page was fixed to alleviate confusion during the monitoring visit.

COMPLIANCE FINDINGS

N/A

- End of Report -

Message: LMI February Analysis

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: 40862146
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **LMI February Analysis**

From Swacker, Jamie [IWD] **Date** Monday, March 10, 2014 11:14 AM
To Koonce, Kerry [IWD]; Burkett, Donna [IWD]
Cc Wilcox, Margaret [IWD]

 [BLS February SFY14.xlsx](#) (162 Kb HTML)

Hello. Attached is the February Analysis for LMI. There are notes on the right side for programs that potentially will run out of money. Please let me know if you have any questions. Thanks.

Jamie Swacker
Budget Analyst 3
Financial Management
Iowa Workforce Development
1000 E Grand Avenue
Des Moines, IA 50319
515-242-5221
(fax)515-281-6046

Wilcox, MargaretWilcox, Margaret:
 ARRA - State Energy Sector PartnerWilcox, MargaretWilcox, Margaret:
 \$2,780.14=SFY10Wilcox, MargaretWilcox, Margaret:
 MLSWilcox, MargaretWilcox, Margaret:
 CESWilcox, MargaretWilcox, Margaret:
 Variance RequestWilcox, MargaretWilcox, Margaret:
 ES-202Wilcox, MargaretWilcox, Margaret:
 Variance RequestWilcox, MargaretWilcox, Margaret:
 Funding EndedWilcox, MargaretWilcox, Margaret:
 \$3,600 Policy Council TravelWilcox, MargaretWilcox, Margaret:
 UI Compensation/ServicesWilcox, MargaretWilcox, Margaret:
 UI Management (Support)Wilcox, MargaretWilcox, Margaret:
 LAUSWilcox, MargaretWilcox, Margaret:
 Variance RequestWilcox, MargaretWilcox, Margaret:
 OES BLSWilcox, MargaretWilcox, Margaret:
 Variance RequestWilcox, MargaretWilcox, Margaret:
 One Stop LMIWilcox, MargaretWilcox, Margaret:
 Did not use in '12 or '13Wilcox, MargaretWilcox, Margaret:
 North Carolina ALMIS
 Last Payment 11/2013 per Donna's email 8/22/13
 Wilcox, MargaretWilcox, Margaret:
 Wagner PeyserWilcox, MargaretWilcox, Margaret:
 Wagner PeyserWilcox, MargaretWilcox, Margaret:
 Workforce Data Quality Initiative
 Ends 10/31/2013Wilcox, MargaretWilcox, Margaret:
 Labor Market DiscretionaryWilcox, MargaretWilcox, Margaret:
 UI Management (Support)Wilcox, MargaretWilcox, Margaret:
 P & I FundsWilcox, MargaretWilcox, Margaret:
 Labor Survey TeamWilcox, MargaretWilcox, Margaret:
 Education OutcomesWilcox, MargaretWilcox, Margaret:
 Labor ShedWilcox, MargaretWilcox, Margaret:
 G10% Employer ContactsWilcox, MargaretWilcox, Margaret:
 Cost PoolWilcox, MargaretWilcox, Margaret:
 Longitudinal Data SystemsWilcox, MargaretWilcox, Margaret:
 TAA TrainingWilcox, MargaretWilcox, Margaret:
 Budgets may change after receive carryoverLABOR MARKET AND WORKFORCE INFORMATION DIVISION
 EMPLOYMENT STATISTICS
 Notes to Maggie:
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 SACE
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 ES-202 (QCEW) - ET13
 SAET
 \$24,888.39 of P&I to cover overage
 12, 13, 14
 AAMC-QCEW - EA13
 SAEA
 12, 13, 14
 ESB - Statewide - Reemploy Connection Initiative- CI14
 SACT
 MI25158MJ0
 12, 13, 14, 15
 CES - CE14
 SACE
 12, 13, 14, 15

ES-202 (QCEW) - ET14
 SAET
 12, 13, 14, 15
 UI-SFY 14
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 Unit Specific
 UI-SFY 14-RURAL COUNTY
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 ES22996KJ
 12, 13, 14
 ONE STOP LMI PY13 - LN13
 LMLN
 ES24615PK
 12, 13, 14, 15, 16
 LAUS - US14
 LMUS
 12, 13, 14, 15
 OES/BLS -EB14
 LMEB
 12, 13, 14, 15
 NC ALMIS DATABASE SFY14
 LMNC
 NC13&14 \$137,801
 NCALMIS
 \$157,500 payment 11/15/13
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 LWWP
 Running Over Budget - Discussed with Kerry an Kelly
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 Workforce Data Quality Initiative - DQ11
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 MI21171BW
 11, 12, 13, 14
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Unit Specific
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Unit Specific
P&I-SFY14
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TOTAL:
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COMMUNITY WORKFORCE RESEARCH AND DEVELOPMENT UNIT
PROGRAM
COST
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Labor Survey Receipts-SFY14
AASV & LTSV
Unit Specific
Educational Outcomes Receipts-SFY14
AAEO & LTEO
Running Over Budget - Receipts - Discussed with Kerry and Kelly
Unit Specific
Labor Availability - Statewide - Reemploy Connection Initiative - CI14
LTCT
M125158QF0
Dept of Ed Info and Policy Division - Mandatory Education Reporting
LTMR
DED Project-FY2014
LTPS
Unit Specific
Labor Shed-Governor's 10% SFY14
LTGC
Unit Specific
Rapid Response Cost Pool SFY14
LTCP
Unit Specific
Dept of Ed. Outcomes
LTOU
Unit Specific
Trade Act SFY14
LTTT
Unit Specific
TOTAL
SFY14, 15
Closed
SFY10,11,12, 13
% \$ remaining < % time remaining => run out of funding
SFY 11,12,13
SFY14
Only Pull SFY Data
SFY13,14

Wilcox, Margaret
ARRA - State Energy Sector Partner
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TAA TrainingWilcox, MargaretWilcox, Margaret:
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Wilcox, MargaretWilcox, Margaret:
 Copied from I-3 Financial Document DescriptionWilcox, MargaretWilcox, Margaret:
 CDE Transfer from UI 12/10/13TOTAL SFY2012
 13LB2258008
 Carryover
 AAEO - Education Outcomes
 SFY13
 Date
 Document Number
 Amount
 Description
 INV# IATLEO-32
 KB12235003
 INV # IALTEO-33
 13LB2240009
 Western Iowa Tech CC - #0374990
 INV# IATLEO-34
 INV#IALTEO-36
 KB1233013
 INV # IALTEO-41
 INV#IATLEO-50
 KB13065013
 INV#ALTEO-52
 13CD3067001
 Bemis Co-#55570-2-21-13
 13CD3067001
 Hawkeye CC-#1157829-2-28-13-Professional Contract Svcs
 13CD3071002
 DMACC-#00556456-3-6-13
 13CD3077009
 NE Ia Comm College-#1145944-2-28-13
 13CD3085012
 UNI-#727354-1-28-13/Ed. Outcomes Research Report
 13CD3093008
 SE Comm College-#319198-3-18-13-Professional Services
 13CD3108009
 Univ. of Dubuque-#228744-2-6-13-IALTEO-44
 1310613282001
 INV#IATLEO-36 Electronic Records Using UI Wage Records
 13CD3140022
 Snyder & Assoc-#096674-5-9-13
 KB13168005
 IWD Inv #IALTEO-59 6/5/13
 13CD3213004
 Western Ia Tech-#0380235-7-19-13-Research
 Total SFY13
 14LB3259002
 Carryover from FY13 to FY14
 SFY14
 14CD3269006
 Wartburg College-#236078-9-12-13-Inv #Q062-461
 William Penn University Check #085908
 INV#IATLEO-62 Electronic Records using UI Wage Records
 14CD3352001
 DMACC-#00568396-12-11-13
 KB13357006
 Iowa Workforce Dev Inv #IALTEO-67 12/20/13
 14CD4062002
 Central College-#255463-2-20-14-Inv #Q062471
 Total SFY14

SFY14

\$37,500/payment for a total of \$150,000

Date
 Document Number
 Amount
 Description
 1st Payment 3/31/14
 2nd Payment 6/30/14
 Total SFY2014
 SFY15
 Date
 Document Number
 Amount
 Description
 1st Payment 9/30/14
 2nd Payment 12/31/14
 Total SFY2015

SFY2012
 AANC - North Carolina ALMIS
 Date
 Document Number
 Amount
 Description
 11LE1257005
 Carryforward from SFY11
 12LB122012
 #4630511
 12LB1286008
 #4653390
 12LB1299010
 #4659047
 12LB1354009
 #4681205
 12LB2101017
 12LB2129009
 #4735227
 TOTAL SFY2012
 SFY13
 Date
 Document Number
 Amount
 Description
 13LB2258008
 Carryforward from SFY12
 13LB2290007
 #4781040
 13LB2338008
 #4789649
 13CD3156007
 St of Mn.-#52611080-5-13-13 Deed Admin
 13CD3163011
 St of Mn.#52619874-5-15-13-Deed Admin
 Total SFY13
 13LB2258008
 Carryover from FY12 to FY13
 14LB3259002
 Carryover from FY13 to FY14
 SFY14
 14CD3323005
 St of Mn.-#53185856-10-29-13-Deed Admin
 14CD3323005
 St of Mn.-#53195344-11-1-13-Deed Admin-Reim Travel for S. Siakhasone & D. Brown
 14BA4014003
 State of Minnesota - Ck #53294915
 Total SFY14

AAOU
 SFY13
 Date
 Document Number
 Amount
 Description
 042213ML024
 CT008813 IA Workforce Development #1
 071913SH002
 CT008813 IA Workforce Development #2
 13LB3255002
 Transfer P&I to cover OUI3 expense
 091013SH005
 CT 008813 Invoice 3 June SFY 2013 Educational Outcomes Grant
 091713SH005
 CT 008813 Invoice 4 June SFY Final 2013 Educational Outcomes Grant
 Total
 SFY14
 102213SH009
 CT 015114 IA Workforce Development Invoice 1
 102913SH007
 CT 015114 IA Workforce Development Invoice 2
 120313SH008
 CT 015114 IA Workforce Development Invoice 3
 121713SH003
 CT 015114 IA Workforce Development Invoice 4
 012714SH011
 CT 015114 IA Workforce Development Invoice 5
 022414SH006

CT 015114 IA Workforce Development Invoice 6
Total

SFY14
14BP3275004
Jul-Sep SFY14 Labor Shed DED Fund Draw
14BP3346002
Oct-Nov SFY14 Labor Shed DED Fund Draw
Total

TOTAL SFY2011
AASV - Labor Survey Team
TOTAL SFY2012
SFY12 Carryforward = \$136,190.62
SFY13

Date	Document Number	Amount	Description
	13LB2222010		Johnston Economic Development Corporation - #1595 - 8/6/12 - Inv#Q062407
	13LB2222010		MidAmerican Energy Company - #436070 - 8/2/12 - Inv #Q062411
	13LB2230011		Eastern Polk Regional Dev Inc - #3965 - 8/3/12 - Inv Q062-404
	13LB2230011		Urbandale Development Association - #1151 - 8/8/12
	13LB2230011		Washington Economic Development Group - #2647 - 8/14/12
	13LB2241010		City of Des Moines - #000354329 - 8/14/12 - Laborshed Stud #Q062-403
	13LB2241010		Monona County Economic Development - #2565 - 8/15/12 - Labor Shed Study Q062-414
	12LB2241030		move AASV funds for refund - overpayment by Western Iowa Tech CC
	13LB2244009		MEDIC Marshall Economic Development Impact Committee - #5879 - 8/20/12
	13LB2249008		City of Ankeny - #184925 - 8/20/12 - 2012 Labor Shed Survey
	13LB2251007		MidAmerican Energy Company - #445169 - 8/27/12
	13LB2257009		Jones County Economic Development Commission #1050-9/5/12-InvQ062-412
	13LB2264008		DCDC-First Central State Bank Counter Check 9/10/12
	13LB2269008		Greater Dallas County Develop Alliance - #3636-Inv#Q062-408
	13LB2270006		Jones County Economic Development Commission #1055-9/19/12-InvQ062-423
	13LB2278007		The Siouxland Initiative-#5899-9/24/12-Inv#Q062-422
	13LB2286009		MidAmerican Energy Company - #457443 - 10/3/12 -Inv#Q062424
	13LB2286009		MidAmerican Energy Company - #457444 - 10/3/12 - Inv#Q062425
	13LB2289006		Greater Dubuque Development Corp - #5567 - 9/30/12
	13LB2325012		Region XII Council of Governments Inc - #78559 - 11/9/12 - AASV
	13LB2342013		MidAmerican Energy Company - \$477131 - 11/29/12
	13LB2353008		MidAmerican Energy Company - #480857 -12/1/12 - Inv #Q062429
	13LB2353008		MidAmerican Energy Company - #480857 -12/1/12 - Inv #Q062430
	13LB2362008		Central Iowa Power Cooperative - #94367 - 12/20/12
	13LB2362008		Washington Economic Development Group - #2663- 12/7/12
	3095113363001		Iowa Lakes Corridor Dev. #291463
	30951133363002		Greater Des Moines Partnership #297142
	3095113001001		Quad Cities Chamber of Commerce #509742
	13LB3015008		Buchanan County Economic Development - #4239-1/2/13
	13LB3015008		Jasper County Economic Development Corp - #2525-1/3/13
	13LB3016010		DMACC - #00554156 - 1/9/13
	13LB3016010		Kirkwood CC - #1394710 - 1/11/13
	13LB3018011		Iowa County Economic Development Commission - #1063-1/10/13-Inv #Q062-437
	13LB3023010		Cedar Rapids Metro Economic Alliance - #38092 - 1/17/13
	13LB3023010		Washington Economic Development Group - #2667 - 1/9/13
	13LB3025008		Iowa City Area Development group Inc. - #1017 - 1/18/13
	13CD3037009		Greater Council Bluffs Region/#1049/1-22-13Partnership Funding
	13CD3042008		City of Tipton-#051110-1-30-13/Labershed study payment

13Cd3044007
Alliant Energy Corp-#1000082585-1-18-13/Laborshed
13CD3059008
Buchanan Cty Eco Dev.-#4092-2-18-13-Laborshed Study 2011
13CD3085012
Area XV RPC-#16663-3-21-13/Fringe Benefit Analysis
13CD3085012
Area XV RPC-#16663-3-21-13/Laborshed
13CD3085012
Clinton Regional Dev Corp-#7443-3-12-13/Laborshed Analysis
13CD3108004
Kirkwood Comm College-#1405912-4-12-13-Misc Exp.
13CD3108009
Univ of Ok.#106536053-4-9-13-Econ Dev
13CD3113012
Benton Dev #6072/4-10-13 Laborshed Study
13CD3140022
Area XV RPC-#6732-5-8-13
13CD3140022
Kirkwood CC-#1407318-5-10-13
13CD3155011
Mid-Ia Growth Partnership-#1266-5-23-13
13BP3199001
Agricultural Worker Survey
13CD3200003
Benton Dev Group-#6087-7-9-13
13CD3203005
Indian Hills CC-#00329253-6-26-13-AASV
13CD3213003
Buchanan Cty Economic-#4120-7-22-13-Promo & Marketing
13CD3213003
Grimes Chamber & Economic-#452-7-12-13-Laborshed
13CD3213003
Region XII-Council-#80014-7-19-13-Contracted Services
13LB3227008
City of New Hampton - #37624 - 8/6/13 - Inv #Q062-350 - Laborshed Study for Chickaway Co
Total SFY2013
14LB3259002
Carryforward from SFY13 to SFY14
SFY14
14LB3246003
Ames Economic Development Commission - #009261 - 8/16/13 - Inv Q-62-459 Laborshed Survey
14LB3246003
Tama County Auditor - #331362 - 8/19/13 - Inv Q-62-460 Laborshed Survey
14CD3254003
Buchanan Cty Economic Dev-#4124-8-23-13-Promo & Marketing
14CD3287004
Buchanan Cty Eco Dev-#4246-9-20-13-External Consulting
14CD3323007
Buchanan Cty Eco Dev-#4254-10-22-13-Laborshed Study 2011
14CD3323007
MidAmerican-#590125-11-8-13-Laborshed Study
14CD3350005
Univ of Ok-#106769466-12-4-13-Nissen Fall 2013-Claim #0000363128
14LB3357014
Southeast Iowa Regional Planning Commission check that received in 2010; Kelly: use SV14 instead of reopening SV10; was a UI check
14CD3357003
Cass Atlantic Dev Corp-#3161-12-13-13-Laborshed Survey
14CD4006005
MidAmerican Energy-#605873-12-18-13-Laborshed Study of Western Iowa
14CD4021003
Greater Muscatine Chamber of Commerce-#16762-1-9-14-Ref #Q062-462
14CD4040003
BH Iowa Gas Utility Co LLC-#0000715095-12-18-13-AASV
14CD4062002
Mid-American-#626315-2-24-14-Research & Analysis
Total SFY2014

Message: Important Veterans Retraining Assistance Program (VRAP) News**Case Information:**

Message Type: Exchange
 Message Direction: External, Inbound
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:54 PM
 Item ID: 40862331
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Important Veterans Retraining Assistance Program (VRAP) News**

From VRAP **Date** Tuesday, March 18, 2014 3:44 PM
To VRAP
Cc

Hello:

We got some more information from the VA on how they are administering the lump sum being distributed to VRAP participants. The below message is from the VA's Deputy Under Secretary for Economic Opportunity, Curtis Coy.

Thanks,
 Jennifer

Jennifer Lambert
 Coffey Consulting
 U.S. Department of Labor
 (202) 693-3198
 Lambert.jennifer@dol.gov

 Colleagues and Fellow Veterans,

Many of you have heard about some changes in the VRAP program so I thought it might be useful to try and provide you with some direct information. Bottom line, given that the statute directs VA that we do not have the authority to pay VRAP benefits after 31 March 2014, the decision was made to compute and distribute a lump sum payment for those Veterans still enrolled in March 2014 to enable them to complete their current term of instruction between now and June 30th. It does not provide anyone more than the original program's 12 months of benefits.

We have begun to compute those lump sum payments already. So, for example, if a Veteran is currently enrolled with a term/enrollment completion of 10 May 2014 – that individual would receive a lump sum for the

month of April + 10 days in May. If a Veteran's term ends on 15 July, that individual would get a lump sum payment for April + May + June – *and not the 15 days in July*. These payments will not be made for enrollment periods that begin after March 31. Again, this lump sum payment does not provide additional VRAP benefits beyond 12 months.

As you know, VRAP was established by the *Veterans Opportunity to Work (VOW) to Hire Heroes Act of 2011* and began July 1, 2012. So far, we have provided more than \$740 million in retraining assistance for more than 75,000 unemployed Veterans between the ages of 35 and 60 years.

School Certifying Officials must submit all VRAP enrollment certifications to VA on or before March 17, 2014 and must continue to review enrollments and report changes to VA for training pursued after March 31 through the end of the current enrollment period.

VRAP participants must verify attendance on or after March 31, 2014, for training pursued in March to receive payment. Attendance may be verified via VA's Web Automated Verification of Enrollment (WAVE) at <https://www.gibill.va.gov/wave/index.do> or via the toll free Interactive Voice Response (IVR) telephone line at 1-877-VA-ECERT (1-877-823-2378). Participants should report any changes in enrollment that occur on or after April 1, 2014, to their school certifying official and to VA at 1-888-GI Bill-1 (1-888-442-4551). A reduction in training or withdrawal may result in an overpayment.

You can help raise awareness about the end of this important program by sharing information on your website, in newsletters, and through social media channels. New information about VRAP will be posted online at: www.benefits.va.gov/VOW/education.asp

We appreciate your help in communicating this important information to Veterans.

Curtis L. Coy
Deputy Under Secretary for Economic Opportunity
Veterans Benefits Administration
U.S. Department of Veterans Affairs

Message: Reminder - ECI State Board Meeting - Friday, March 7th**Case Information:**

Message Type: Exchange
 Message Direction: External, Outbound
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:43 PM
 Item ID: 40861999
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ Reminder - ECI State Board Meeting - Friday, March 7th

From	Wagler, Shanell [IDOM]	Date
		Monday, March 03, 2014 12:32 PM
To		
Cc	Anderson, Jeffrey [IDOM]; Foley, Tami [DHS]; Horras, Janet [IDPH]; Johnson-Miller, Marcus [IDPH]; Moore, Diane [ED]; Olson, James [IDPH]; Scrowther, Debra [IDOM]; Wagler, Shanell [IDOM]; West, PJ [IDPH]	

 [030714 ECI board agenda.doc](#) (81 Kb HTML)  [muscatine waiver board packet handout.pdf](#)
 (415 Kb HTML)  [2014 01 10 drafts.doc](#) (147 Kb HTML)

ECI State Board Members:

The next ECI State Board meeting is this Friday, March 7th from 10:00 – 1:00 p.m. We'll be meeting at the Iowa Economic Development Authority located at 200 East Grand Avenue in Des Moines. (See attached agenda.) Because we don't have very many handouts for this meeting, we are not sending items in the mail.

Attached to this email are draft minutes from the January board meeting. Later this week, we plan to provide meeting notes from the February meeting as well. Also attached is information for the Muscatine waiver request. In the actual request from the Muscatine Board, the State Board's Policy and the recommendation from the Board's workgroup.

Please note that for the meeting, you will want to bring the early childhood funding recommendations information that was provided at the January meeting to this meeting. We will begin where we left off, which was on Recommendation #4. We are currently working on items for the family support agenda items. As handouts are available, we will be sharing those electronically with you as well. Hard copies will be provided for you at the board meeting.

Finally, please let me know of your plans to attend the meeting – either in person or via the webinar option. Thanks!

Shanell

Shanell Wagler
Department of Management
Early Childhood Iowa Office
State Capitol, Room 13
Des Moines, IA 50319
(515) 281-4321
Shanell.wagler@iowa.gov
www.Earlychildhoodiowa.org

'Every child, beginning at birth, will be healthy and successful.'

- [Image 1](#)
- [Image 2](#)
- [Image 3](#)
- [Image 4](#)
- [Image 5](#)
- [Image 6](#)

Image 1

Image 2

Image 3

Image 4

Image 5

Image 6

• [\[Review of Agenda\]](#)

Early Childhood Iowa State Board

Department of Economic Development

200 East Grand, Board Room

Des Moines, IA

January 10, 2014

Visiting Members Present:	Members Present:
Mr. Brian Aveman, Director	Mr. Bill Aveman
Ms. Allison Aveman, Director (grace)	Ms. Tamara Bergquist (grace)
Mr. Matthew Beaman, Director	Mr. Matthew Beaman (grace)
Ms. Lisa Brakke, Executive Director, Iowa Department of Education, IASB Liaison	Ms. Beth Brakke
Mr. Jim Brakke, Director, Early Childhood IASB Liaison	Ms. Jim Brakke (grace)
Mr. Jeff Brakke, Board Liaison, Early Childhood IASB Liaison	Ms. Kelly Brakke (grace)
Mr. Robert Brakke, Director	Ms. Sherry Brakke (grace)
Mr. Brian Brakke, Director (grace)	Ms. Kelly Brakke (grace)
Ms. Tracy Brakke, Director (grace)	Ms. Tracy Brakke
Ms. Laura Brakke, Director (grace)	Ms. Brian Brakke (grace)
Ms. Susan Brakke, Director, Director	Ms. Sherry Brakke (grace)
Ms. Rita Brakke, Director (grace)	Ms. Tracy Brakke (grace)
Mr. Robert Brakke, Director	Ms. Susan Brakke
Mr. Kelly Brakke, Board Liaison, Director	Ms. Sherry Brakke (grace)
Ms. Beth Brakke, Director	Ms. Jim Brakke (grace)
Ms. Kelly Brakke, Director (grace)	Ms. Tracy Brakke (grace)
	Mr. Matthew Brakke-Matthew
Executive Members Present:	Ms. Melissa Brakke (grace)
State Rep. Brian Brakke	Ms. Kelly Brakke-Beth (grace)
State Rep. Mary Brakke (grace)	State Rep. Kevin Brakke
	Ms. Brian Brakke (grace)
Visiting Members Absent:	Ms. Kelly Brakke (grace)
Dr. Beth Brakke, Board Liaison	Ms. Brian Brakke-Matthew (grace)
Mr. Brian Brakke, Director	Ms. Brian Brakke (grace)
Ms. Beth Brakke, Executive Director, IASB Liaison	Ms. Kelly Brakke (grace)
Mr. Kelly Brakke, Director	Ms. Susan Brakke
Ms. Tracy Brakke, Executive Director, Iowa Department of Education	Mr. Kelly Brakke
Ms. Lisa Brakke, Board Liaison, Director	Ms. Brian Brakke (grace)

	Ms. Mary Jo Liddle (Present)
Ms. Diane Stahle (Absent)	Ms. Bobbi Stahle
Ms. Janice Lane	Ms. Margaret Lane (Present)
Ms. Beth Johnson	Ms. Vicki Stahle (Present)
	Ms. Elizabeth Stahle
	Ms. Sarah Wagler
	Ms. Michelle Waters (Present)
	Ms. Katherine White (Present)
	Ms. Timothy Williams-Kenneth (Present)

Welcome/Introductions

With quorum present, Ms. Lane, Chairperson called the meeting to order.

Review of Agenda

Ms. Lane asked members to review the agenda and voice any additions or changes. Ms. Wagler stated that the agenda indicated that Diane Stahle had been invited, Attorney General’s Office and legal counsel for ECI, but she was unable to attend. Instead, Ms. Wagler will be presenting the issue – Memorandum of Agreement.

Hearing nothing further, the agenda moved forward as submitted.

Approval of November 1, 2013 Meeting Minutes

There were no changes to the November 1, 2013 minutes.

MOTION to approve: Mr. Clewell

SECOND: Ms. Stadlander

ACTION: With no further discussion, the motion passed unanimously. Ms. Junck did not register a vote.

Ms. Wagler asked that board members on the phone type in a ‘Yes’ or ‘No’ so there is a record since voice vote was not taken on this item.

Mr. Christiansen arrived.

Memorandum of Agreement

Within the last few months, an ECI Area Board has presented an issue to the ECI Office. It was discovered when the area board monitored a program that receives ECI funds, as well as other DHS funds. There is a requirement in law regarding confidentiality for the DHS funds. The memorandum presented for the ECI State Board’s consideration allows the ECI area board to monitor the programs they fund. Access to files is for the stated purpose of monitoring only, not for other purposes. Ms. Foley added that the memorandum would pertain to situations where there is blending and braiding of funding to support a program. When this

occurs, the contractor, because of merging those funds, may not distinguish which families are served with which funds; and the same family may be served by both funds. This agreement would allow the ECI area staff and board to monitor their portion of the contract to look at those particular records. Ms. Wagler stated that if this is adopted today, an amendment to each of the ECI areas contract will be sent, allowing the area boards to monitor the funding for the programs they fund.

A vote was taken to approve the Memorandum of Agreement.

MOTION to approve: Mr. Christensen

SECOND: Mr. Bunde

ACTION: With no further discussion, the motion passed unanimously. Ms. Junck did not register a vote.

Mr. Palmer abstained from voting.

At the last meeting, it was identified that a parliamentarian was needed. Mr. Anderson has agreed to serve in that role.

Fiscal Year 15 Performance Measures

FY14 program performance measures were brought to the board last year, explaining that those that weren't tracked at the state level would be removed. This process was in transition to the measures that would be collected beginning in FY15, effective July 1, 2014. Ms. Scrowther walked through the changes for FY15. There were two ECI areas that offered to pilot the revised FY15 measures this past year, Calhoun/Pocahontas/Webster – Linking Families and Communities; and Lee/Van Buren – Children First. Their input was considered in the final draft of the measures presented to the state board.

A vote was taken to approve the statewide Performance Measures for Fiscal Year 2015

MOTION to approve: Mr. Christensen

SECOND: Mr. Bunde

ACTION: With no further discussion, the motion passed unanimously. Ms. Atkinson and Ms. Junck did not register a vote.

Levels of Excellence

Ms. Lane thanked Mr. Arens and Ms. Atkinson for working with Ms. Wagler in reviewing the documents and making recommendations for the second cycle of Levels of Excellence (LOE) reviews.

Ms. Wagler stated the third year of the first cycle of the LOE is nearly complete. An ECI area board, by law, must be designated in order to receive funds and in 2010, "Levels of Excellence" became the legislated name for this process. Before 2010, the process was simply referred to as designation, or re-designation, and there were three potential outcomes: designated, conditional designation, or not designated. The new legislation created a rating system, which currently contains four levels.

Ms. Wagler referred board members to the printed information that was shared with them in December for review. The documents reflect the draft of the criteria for the second cycle of reviews. As with any new process, there were several lessons learned in the first cycle. Input was received from two different workgroups made up of ECI Area Directors. Mr. Arens and Ms. Atkinson also provided input. During the last two years, since the documentation for the first cycle was released, input has been sought from the area

boards and the board members, either during meetings or through direct correspondence to the ECI State Office.

Ms. Castillo arrived during discussion of this agenda item.

A vote was taken to approve the changes in Levels of Excellence criteria for Cycle 2

MOTION to approve: Mr. Arens

SECOND: Ms. Stadlander

After discussion it was moved to amend the motion by removing the word “outcomes” from OP-O6; and changing from 3 months to 4 months in OP-R5.

MOTION to accept the amended motion: Mr. Clewell

SECOND: Mr. Ockerman

ACTION: With no further discussion, the motion to accept the amended motion passed unanimously.

Approval of the motion as amended.

MOTION: Mr. Clewell

SECOND: Ms. Stadlander

ACTION: With no further discussion, the motion passed unanimously. Ms. Atkinson, Mr. Discher, and Ms. Junck did not register a vote.

Ms. Wagler stated that she will get feedback from the area boards to make sure the 4 months is more feasible regarding filling board member vacancies.

Early Childhood Funding Committee’s Report and Recommendations

The ECI State Board appointed a committee which was made up of Rae Miller, Mike Bunde, and Joanne Lane. The purpose of this committee was to review the purpose and use of the Early Childhood funds and to make recommendations to the board. Mr. Bunde presented the committee’s recommendations to the board.

Starting in FY14, the legislature changed the source of the ECI Early Childhood funds from federal funds to state general funds. While the overall use of the dollars did not change, the ECI state board can determine rules and regulations on how the dollars are spent.

Recommendation #1: Using Early Childhood funding for childcare beginning July 2014. Used to increase quality and capacity of childcare environments (registered child development homes, licensed childcare centers, and non-registered childcare homes).

A concern was raised regarding this recommendation. By adopting this, will the state board now be making decisions about how the industry will operate and prioritizing within the industry? Most likely some access will be taken out of the system. In response, it was clarified that recommendation #1 supports what is currently in law. It does not say that area boards can only fund quality programs, but that the goal is to increase the quality and capacity of childcare environments that are funded.

MOTION from the committee to approve recommendation #1.

Roll call vote was taken. All voted in favor and the motion was passed unanimously.

Recommendation #2: If funding childcare scholarships, family's income must be 146 to 200% of federal poverty guidelines and there must be a need for childcare.

MOTION from the committee to approve recommendation #2.

Roll call vote was taken. All voted in favor and the motion was passed unanimously.

Recommendation #3: If funds are used for the direct care of children, the program must be either QRS level 3, 4, or 5, or be nationally accredited. This is for direct services. There were some concerns regarding this recommendation. It was clarified that "direct" services is support on a per child basis, as opposed to consultation services or professional development for child care providers, as examples.

MOTION from the committee to approve recommendation #3.

Roll call vote was taken. This recommendation failed.

No Votes – Mr. Ahrens, Mr. Christensen, Mr. Clewell, Mr. Discher, Ms. Erlandson, Ms. Junck, Mr. Ockerman, Ms. Stadlander

Yes Votes – Mr. Bunde, Ms. Miller, Mr. Clabaugh, Ms. Zan; Mr. Palmer voted yes from the perspective of advocacy

Abstentions - Ms. Atkinson and Ms. Castillo abstained.

Due to time constraints, recommendations 4-8 were tabled until the March 7, 2014 meeting of the ECI State Board.

Annual Report

Ms. Scrowther highlighted portions of the Annual Report. Hard copies were given out to the board members. Each Early Childhood Iowa board will receive two hard copies and there a few extra copies printed for other partners. In an effort to keep costs down, the full report is available online. Fulfilling the board's responsibility in legislation, the link has been forwarded to the Governor's office and each member of the legislature.

The report focuses on the data and the results of the Early Childhood Iowa funding that is distributed to ECI area boards.

Next, Ms. Horras provided an overview of the data regarding the ECI Family Support funds specifically. She walked through the demographics of the families served, and the outcomes for those families. Ms. Horras also provided an update regarding the on-line data collection system for family support programs that was implemented July 1, 2013.

The full report is available on the ECI web site at the following link,
http://www.earlychildhoodiowa.org/EC_resources/annual_reports/2013_annual_reports.html.

Early Childhood Iowa Update

Ms. Wagler referred to the handout provided prior to the meeting. Highlights:

- The ECI Technical Assistance Team has begun to review portfolios submitted by the boards in regards to Levels of Excellence. Full recommendations will be given at the June meeting.
- The QRS just completed an evaluation and that information will be used as the current QRS is reviewed and improvements are sought.
- Iowa did not receive the Race to the Top grant.
- Upcoming training:
 - Cultural Competency training
 - Will meet with doctors Mark Gray and Michelle Dublin from UNI regarding diversity and how it is impacting our state – this will take place after the ECI Day on the Hill on February 12, 2014.
 - Board Members were asked to share if they are active in other groups that relate to early childhood.
 - Mike Bunde – Iowa Reading Research Committee
 - Betsy Zan – Child Development Coordinating Council
 - Jean Stadlander – put on many tournaments and give money back to schools in her area
 - Jeff Anderson (ECI Office) – Early ACCESS Council

QUESTION: Representative Heaton asked about the ECAC grant, which is completed. There was \$869,000 over a period of three years. Where are you going to get the money to keep going with what you've done?

RESPONSE: While most of the activities in that grant were infrastructure building, there are some concerns. For the next year, there is enough funding to keep Jeff Anderson's position. At some point, more money will be needed to support that structure and continue some of the activities.

Adjourn

With no additional business, Ms. Lane adjourned the meeting at 1:07 p.m.

Motion was made by Mr. Christensen and seconded by Mr. Ockerman to adjourn the meeting. All voted in favor and the motion passed unanimously.

Respectfully Submitted,

Debra Scrowther

Next meeting of the Early Childhood Iowa State Board:

March 7, 2014

10:00 AM – 1:00 PM

Iowa Economic Development Authority

200 E Grand Ave, Des Moines

Message: SIDES Presentation

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:43 PM
Item ID: 40862010
Policy Action: Not Specified

Mark History:



No reviewing has been done

Policies:

No Policies attached

 **SIDES Presentation**

From West, Ryan [IWD] **Date** Monday, March 03, 2014 9:48 AM
To Schippers, Denise [IWD]
Cc Adams, Lori [IWD]

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

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

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

 Description:
titlegraphic

Streamlining UI Information Exchanges

Understanding the Benefits of SIDES and SIDES E-Response

[Date]

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-
- Information exchanges between state UI agencies and employers are a slow, mail-based process
 - Each state has its own forms to request and exchange UI information
 - Reliance on postal mail creates time pressures on states and employers

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

UI Information Exchanges: Today's Landscape

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

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FY 2011 Causes of UI Overpayments

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

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- State Information Data Exchange System (SIDES) and SIDES E-Response are two web-based options developed through a partnership between the U.S. Department o

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

A Solution: SIDES & SIDES E-Response

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

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

Why Use SIDES or SIDES E-Response?

- Employers that choose to use either SIDES or SIDES E-Response will realize several benefits.
- The electronic, standardized systems have the potential to reduce UI overpayments, while also improving the UI information exchange process:
 - A nation-wide standardized format, which will eliminate the current challenge of responding to each state's unique format
 - Electronic requests and responses that will give employers and states more time to gather information and make informed decisions

- A single point of contact.
- Employers using either SIDES or SIDES E-Response will likely see a reduction in follow up phone calls, administrative expenses, improper payments and employer charges.

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How It Works

SIDES is an automated computer-to-computer interface to respond electronically to UI information requests. UI information requests and responses are in nationally-standardized formats. SIDES produces performance metrics and provides audit controls.


What It Requires

Employers and TPAs will be required to integrate SIDES into their internal IT system which will entail changes to cur Technical guidance and implementation training are available.

Best Suited For

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

The Facts About SIDES

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

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How SIDES Works

SIDES UI Information Flow Process

- This graphic illustrates how SIDES works.

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

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How It Works

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

What It Requires

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

Best Suited For

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

The Facts About SIDES E-Response

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

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How SIDES E-Response Works

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

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A Secure Exchange of Information

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

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Claimant and Employer Identification

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

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Benefits of SIDES and SIDES E-Response

- Saves time and money
- Available for FREE
- Safe and secure
- Reduces paper work
- Helps keep UI rates as low as possible by reducing overpayments
- Provides an electronic, nationally standardized data format

- . Includes data checks to ensure exchange of complete and valid information
- . Provides tools for a healthier bottom line
- . Helps reduce overpayment
- . Reduces follow up requests and phone calls
-
- Both SIDES and SIDES E-Response offer a number of benefits, including significant cost savings and reductions in administrative hours and resources.

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Assessing Which Option to Use

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

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Costs of SIDES E-Response and SIDES

[Insert State Logo]

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

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 TN
 UT
 VA
 WA
 WV
 WI
 WY
 PR
 VI

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

38
 In production
 4
 In production by November 2013
 4
 In production by
 March 2014
 7
 No date/plan
 As of July 24th, 2013

SIDES States

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

AK
 AL
 FL
 HI
 LA
 MS

TX
 AZ
 AR
 CA
 CO
 GA
 ID
 IL
 IN
 IA
 KS
 KY
 ME
 MI
 MN
 MO
 MT
 NE
 NV
 NM
 NY
 NC
 ND
 OH
 OK
 OR
 PA
 SC
 SD
 TN
 UT
 VA
 WA
 WV
 WI
 WY
 PR
 VI

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

37
 In production
 9
 In production by December 2013
 7
 No date/plan
 As of July 24th, 2013
 37
 In production
 5
 In production by November 2013
 4
 In production by
 March 2014
 7
 No date/plan

SIDES E-Response States

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

More information is available

- IWD-SIDESINFO@iowa.gov
- <http://info.uisides.org>

Additional Resources

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

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Questions and Discussion

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Message: Out of Office: 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: 40861673
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Out of Office: Tip Sheet for Employers, Participaiton at Fact Finding, in line text and attached.**

From West, Ryan [IWD] **Date** Monday, October 07, 2013 10:39 AM
To Hendricksmeier, Bonny [IWD]
Cc

I will be out of office retuning mid afternoon on October 11th. During this time I will have limited access to email and voice messages. Thank you

Message: FW: New web claim app

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:31:39 PM
Item ID: 40860821
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

FW: New web claim app

From West, Ryan [IWD]

Date
Friday,
July 20,
2012 8:36
AM

To Arnold, Kimberly [IWD]; Baccam, Frisco [IWD]; Batten, Gary [IWD]; Becker, Kim [IWD]; Borgeson, Jill [IWD]; Boten, Brenda [IWD]; Buntenbach, Edward [IWD]; Butler, Ronda [IWD]; Carroll, William [IWD]; Carson, Etha [IWD]; Chounlamountry, Pho [IWD]; Clark, Bethany [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]; Dugan, Boyd [IWD]; Dyer, Ray [IWD]; Dykstra, Connie [IWD]; Edmonds, Linda [IWD]; Eklund, David [IWD]; Ellenwood, Kasandra [IWD]; Finck, Christal [IWD]; Findlay, Deanna [IWD]; Garrett, Brent [IWD]; Gaulke-Lilly, Sharon [IWD]; Gifford, Matt [IWD]; Greco, Mary [IWD]; Guy, Marlys [IWD]; Hoard, Aaron [IWD]; Hol, Joy [IWD]; Holett, Karen [IWD]; Hosier, Michael [IWD]; Hyde, Richard [IWD]; Kain, Melissa [IWD]; Kell, Rose [IWD]; Khounlo, Nhoui [IWD]; Kinney, Bridgett [IWD]; Kolontar, Lisa [IWD]; Kooiker, Quentin [IWD]; Landrew, Paul [IWD]; Lewis, Irma [IWD]; Loftus, Kelly [IWD]; Long, Maria [IWD]; McCleary, Jana [IWD]; Moses, Ryan [IWD]; Muntz, Alan [IWD]; Noonan, Daniel [IWD]; Nutting, Jenifer [IWD]; Oleary, Kathleen [IWD]; Parry, Sharon [IWD]; Pearce, Frank [IWD]; Prettyman, Laura [IWD]; Ramirez, Rebecca [IWD]; Richards, Vicki [IWD]; Rieger, Kim [IWD]; Roovaart, Michelle [IWD]; Ruby, Evelyn [IWD]; Saddoris, Michelle [IWD]; Schafer, Cathy [IWD]; Seivert, Shanlyn [IWD]; Shepherd, Deborah [IWD]; Showers, Jeffrey [IWD]; Simpson, Lillie [IWD]; Spencer, Barbara [IWD]; Starr, Tracy [IWD]; Steen, Christina [IWD]; Stewart, Brian [IWD]; Stewart, Sophia [IWD]; Stielow, Lisa [IWD]; Tavegia, Thomas [IWD]; Thomas, Jan [IWD]; Townes, Sandra [IWD]; Tudovic, Spomenka [IWD]; Ung, Kham [IWD]; Vick, Darlene [IWD]; Vo, Vu [IWD]; Vogt, Jennifer [IWD]; Wolfe, Kathie [IWD]; Wood, Kirsten [IWD]; Woods, Tina [IWD]; Young, Veronica [IWD]

Cc

UI Claim App pages.docx (2215 Kb HTML) 2012-07-13 08.05 UI Web Claim Demo .wmv (47750 Kb HTML) image001.jpg (3 Kb HTML)

Ryan West
Regional Operations Manager
Iowa Workforce Development
(515) 242-0413 P
(515) 281-9321 F



From: Borgeson, Jill [IWD]
Sent: Friday, July 20, 2012 8:18 AM
To: West, Ryan [IWD]
Subject: FW: New web claim app

Here it is. The first attachment is the Word document. The 2nd is the recording of the GoTo. They might be better off looking at the Word document since we've made some changes to the screen after the GoTo was recorded.

From: Borgeson, Jill [IWD]
Sent: Monday, July 16, 2012 7:42 PM
To: West, Ryan [IWD]
Subject: FW: New web claim app

Ryan - this is the one to forward to staff. Peer support may need to help them if they can't view the attached video.

From: Borgeson, Jill [IWD]
Sent: Monday, July 16, 2012 1:56 PM

To: Adams, Lori [IWD]; Andre, Michele [IWD]; Batten, Ellen [IWD]; Batten, Gary [IWD]; Becker, Jane [IWD]; Benson, Gabriel [IWD]; Bervid, Joseph [IWD]; Beyer, Dixie [IWD]; Boxx, Susan [IWD]; Brattelig, Kristine [IWD]; Brookhart, Nancy [IWD]; Butcher, Marilyn [IWD]; Caceres, Velia [IWD]; Carlson, Liz [IWD]; Chavez, Hilda [IWD]; Climie, Mary Beth [IWD]; Close, Kara [IWD]; Conner, Elizabeth [IWD]; Cortez, Maria [IWD]; Davy, Anthony [IWD]; Dawson, Dianne [IWD]; Dodge, Brenda [IWD]; Dow, Penny [IWD]; Eklund, David [IWD]; Elkin, Barbara [IWD]; Ellenberger, Susan [IWD]; Erwin, Anne [IWD]; Estlick, Chuck [IWD]; Faber, Larry [IWD]; Fastenau, Paula [IWD]; Galanits, James [IWD]; Gardner, Dee [IWD]; Gilkison, Judy [IWD]; Golub, Srdjan [IWD]; Goodier, Becky [IWD]; Gotta, Antonina [IWD]; Gray, Linda [IWD]; Gronbach, Elizabeth [IWD]; Haines, Gary [IWD]; Halferty, Dan [IWD]; Hanson, Valerie [IWD]; Harris, Diane [IWD]; Harris, Evy [IWD]; Hartman, David [IWD]; Hernandez, Anne [IWD]; Hodges-Harmon, Debra [IWD]; Holett, Karen [IWD]; Jergenson, Kathy [IWD]; Kell, Rose [IWD]; Konig, Angie [IWD]; Kronlage, Robert [IWD]; Lainson, Geralyn [IWD]; Loecke, Marla [IWD]; Loverink, Carla [IWD]; Magsamen, Sandy [IWD]; Marshall, Douglas [IWD]; McCabe, Theresa [IWD]; Messerly, Sara [IWD]; Miller, Charlotte [IWD]; Miller, Rita [IWD]; Morgan, Carol [IWD]; Munford, Gisselle [IWD]; Muntz, Andrea [IWD]; Myers, Bill [IWD]; Nelson, Karen [IWD]; Neri, Diane [IWD]; Orth, Lisa [IWD]; Peterson, Lindy [IWD]; Piagentini, Mary [IWD]; Pilcher, Steven [IWD]; Prettyman, Laura [IWD]; Putzier, Juli [IWD]; Sallis, Velma [IWD]; Shenk, Jim [IWD]; Simpson, Lillie [IWD]; Slagle, Ronee [IWD]; Sloan, Teresa [IWD]; Spencer, Todd [IWD]; Stuflick, William [IWD]; Suarez-DeYoung, Martha [IWD]; Symonds, Kim [IWD]; Traywick, Mary [IWD]; Van Syoc, Jim [IWD]; Varner, Pam [IWD]; Vaughn, Sherri [IWD]; Vega, Carlos [IWD]; Walker, Consuela [IWD]; Wilkinson, Michael [IWD]; Witt, Michael [IWD]; Woods, Tina [IWD]; Wooton, Deb [IWD]

Cc: West, Ryan [IWD]; Boten, Brenda [IWD]; Eklund, David [IWD]; Roovaart, Michelle [IWD]; Pearce, Frank [IWD]; Carson, Etha [IWD]; Schippers, Denise [IWD]

Subject: New web claim app

Please forward to appropriate staff:

Just a reminder, we will be rolling out the new web claim application with the work registration pages tomorrow. I've attached a copy of the GoTo Training video showing the new claim application screens. There were a few changes made after the GoTo was recorded on Friday so what goes into production on Tuesday will have some slight differences. The video can also be viewed in Sharepoint and can be found under the following:

Unemployment Insurance SMEs documentation
Demos
2012-07-13 UI Web Claim Demo

I've also included a Word document that will show you the most current screens as they will appear to our customers tomorrow. Please take some time to review this document as you might receive some questions from claimants on filling out the new application.

If you experience any problems with the web claim application tomorrow, please report the problem immediately to Jill Borgeson. Make sure to include the last four of the claimant SSN and the claimant's user name when reporting problems.

Thank you!

Sign-in Screen – If claimant already has a username and password, they will enter it, click on box indicating they agree to terms of use and click on “Sign In.” If claimant does not have a username and password established yet, they should click on “Register New User.”

New User Registration Screen – Claimant will fill out the required fields (*) and click on “Register” to create a username and password.

Welcome Screen

Personal Information Screen

Personal Information Screen – expanded to show local office selection and alien registration questions

Payment Screen – options include debit card, direct deposit to savings or direct deposit to checking

Payment Screen – debit card selection

Payment Screen – direct deposit to checking account selection

Worked In Other States Screen

Worked In Other States Screen if “yes” is selected

Military Screen

Military Screen if “Yes” is selected

Federal Screen

Federal Screen if “Yes” is selected

Federal Screen if “Yes” is selected to SF8 question

Filed in Past 52 Weeks Screen

Filed in Past 52 Weeks Screen if “Yes” is selected

Withholding Screen

Dependent Screen

Dependent Screen if “Yes” is selected

Dependent Screen if “Yes” is selected for spouse question

Dependent Screen if “Yes” is selected for other dependents

Most Recent Employer Screen

Most Recent Employer Screen if “Yes” is selected to vac/sev question

Employment Status Screen – claimant will now be asked to enter a 20 word job description on this page.

Work Search Requirements and General Info Tab for the Work Registration Pages

Availability Info Tab for the Work Registration Pages

Veteran Info Tab of the Work Registration Pages if “Yes” is selected for the Veteran question

Veteran Info Tab if No is selected for both questions

Education Info Tab in the Work Registration Pages – Fill out required fields and click on “Add.”

Education Info Tab expanded depending on what is selected for “Degree Awarded”

Education Info Tab – Once you click on Add, the school name will show in the Education History section at the bottom. To add more, simply type in new info in the required fields and click “Add” again.

Employment Info Tab of the Work Registration Pages – Claimant’s last employer will automatically appear at the bottom under “Employment History” and will list the information the claimant gave while filling out their claim application. To add another employer, they can fill in the required fields and click “Add.”

Once the claimant enters an additional employer and clicks “Add,” the employer will appear in the table at the bottom. The claimant can click on the edit or delete icons in the table at any time to change or delete.

Skills Info Tab of the Work Registration Pages – Claimant should select a skill type and skill and then click “Add.” They must select a minimum of 6 skills.

Certify and Comments Screen of the UI Claim Application

Submit Screen and printable claim summary document

Message: ACD

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:31:38 PM
Item ID: 40860807
Policy Action: Not Specified

Mark History:



No reviewing has been done

Policies:

No Policies attached

 **ACD**

From West, Ryan [IWD] **Date** Tuesday, July 10, 2012 11:21 AM
To Eklund, David [IWD]; Boten, Brenda [IWD]
Cc

 [150 DM St Staff List.xls](#) (72 Kb HTML)  [image001.jpg](#) (3 Kb HTML)

Hey I forgot that the attached lists who has ACD and who does not.

The not is Kim R, Mike H, Michelle S and Christal F

Ryan West
Regional Operations Manager
Iowa Workforce Development
(515) 242-0413 P
(515) 281-9321 F



Last Name
First Name
Telephone
ACD
Deputy
Station Desk
Supervisor
Arnold
Kim
515-242-0486
4-3197
19
1686
Brenda Boten
Baccam
Frisco
515-242-0443
4-3144
41
1308
Ryan West
Batten
Gary
515-242-0421
4-3121
04
2197
Ryan West
Borgeson
Jill
515-242-0404
4-3104
Michele Andre
Buntenbach
Phil
515-242-0446
4-3146
N/A
N/A
Ryan West
Butler
Ronda
515-281-9349
4-3163
Ryan West
Carroll
Bill
515-242-0440
4-3140
74
6155
Brenda Boten
Carson
Etha
515-281-9363
4-3133
N/A

Mike Wilkinson
Chounlamountry
Phou
515-242-0491
4-3176
61
9022
Ryan West
Clark
Bethany
515-242-0422
4-3154

Penny Dow
Close
Kara
515-242-0471
4-3171
40
6823
Michele Andre
Cogan
Karen
515-242-0452
4-3153
73
5036
Brenda Boten
Cozart
Jeanine
515-242-0431
4-3131
89
6039
Ryan West
Croushore

Brianne
515-242-0412
4-2556
75
9399
Dave Eklund
Dameron
Susan
515-725-2247
N/A
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Dave Eklund
Dawson
Dianne
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Brenda Boten
Densmore
Terryne
515-242-0464
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Ryan West
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Bill
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Brenda Boten
Devine
Roxanne
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Ryan West
Donlin
Tom
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Brenda Boten
Dostal
Ryan
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Boyd
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Ryan West
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Ryan West
Dykstra
Connie
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Dave Eklund
Edmonds
Linda
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Brenda Boten
Ellenwood
Kassandra
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Brenda Boten
Finck
Christal
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0398
Ryan West
Findlay
Deanna
515-242-0415
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2737
Brenda Boten
Garrett
Brent
515-242-0459
N/A
N/A
8072
Ryan West
Gaulke-Lilly
Sharon
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Brenda Boten
Gifford
Matt
515-242-0483
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Brenda Boten
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Teresa
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Penny Dow
Greco
Mary
515-242-0448
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Guy
Marlys
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Dave Eklund
Hoard
Aaron
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Penny Dow
Holett
Karen
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Ryan West
Hosier
Michael
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Dave Eklund
Hyde
Richard
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Ryan West
Jacobson
Jill
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0504
Kain
Missy
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Ryan West
Kell
Rose
515-242-0420
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Penny Dow
Khounlo

Nhoui
515-242-0438
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Dave Eklund
Kolontar
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Dave Eklund
Kooiker
Quentin
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Brenda Boten
Landrew
Paul
515-242-0449
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Brenda Boten
Lewis
Irma
515-281-4971
515-281-3607
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1126
Dave Eklund
Loftus
Kelly
515-242-0407
4-2555

Penny Dow
Long
Maria
515-281-9343
4-3113
N/A
0462
Ryan West
Moses
Ryan
515-242-0429
4-3129

Dave Eklund
Munsinger
Russ
515-281-3240
N/A
N/A
N/A
Dave Eklund
Muntz
Alan
515-281-9041
4-3144

Noonan
Daniel
515-242-0445
4-3145
Ryan West
Nutting
Jenifer
515-242-0478
4-3178
44
8131
Brenda Boten
O'Leary
Kathleen
515-242-0434
N/A
N/A
N/A
Brenda Boten
Parry
Sharon
515-242-0475
4-3175
48
3785
Ryan West
Pearce
Frank
515-242-0405
4-3105
08
Mike Wilkinson

Prettyman
Laura
515-281-9019
4-4035
88
2535
Michele Andre
Ramirez
Rebecca
515-242-0481
4-3181
81
2263
Brenda Boten
Richards
Vicki
515-242-0409
4-3137
84
5756
Brenda Boten
Rieger
Kim
515-242-0414
4-3114
86
8488
Ryan West
Roovaart
Michelle
515-242-0402
4-3102
17
5974
Dave Eklund
Ruby
Evelyn
515-242-0436
N/A
26
4997
Dave Eklund
Saddoris
Michelle
515-242-0482

Ryan West
Schafer
Cathy
515-242-0437
4-2550
N/A
9314
Ryan West
Shepherd
Deb
515-281-9024
4-3141
92
4891
Brenda Boten
Showers
Jeffrey
515-242-0447
4-3147
62
0456
Dave Eklund
Simpson
Lillie
515-281-6471
4-0079

Penny Dow
Spencer
Barb
515-281-9066
4-3108
42
3578
Ryan West
Starr
Tracy
515-242-0461
4-3161
5876
Ryan West
Steen
Christina
515-242-0467
4-3159
85
1594
Brenda Boten
Stewart
Brian
515-242-0469
4-3169
58

5550
Brenda Boten
Stewart
Sophia
515-281-9358
4-3126
N/A

Penny Dow
Stielow
Lisa
515-242-0480
4-2551
56
6195
Brenda Boten
Tavegia
Tom
515-242-0473
4-3167
68
3046
Ryan West
Thomas
Jan
515-281-6876
N/A

01
2128
Dave Eklund
Townes
Sandi
515-281-5290
N/A
N/A
2974
Brenda Boten
Tudovic
Spomenka
515-725-2271
4-3173

72
3478
Dave Eklund
Ung
Kham
515-242-0476
4-2553
Dave Eklund
Vacant
Investigations
515-281-8820
N/A
N/A
N/A

Dave Eklund
Vick
Darlene
515-242-0417
N/A
15
5104

Dave Eklund
Vo
Vu
515-242-0451
4-3151
32
9240

Dave Eklund
Vogt
Jennifer
515-242-0468
4-3168
50
8104

Brenda Boten
Whitlow
Rebecca
515-242-0435
4-3135
N/A
0022

Brenda Boten
Wolfe
Kathie
515-242-0465
4-3165
43
0198

Ryan West
Wood
Kirsten
515-242-0416
4-3116
98
3934

Dave Eklund
Woods
Tina

515-281-9011
4-3179

Penny Dow
Young
Veronica
515-281-9349
4-3123
53
5523
Dave Eklund

UISC Reception (150 Des Moines St) - 281-9065 (ACD 43128)
UISC Supervisors

Name
Telephone
ACD
Deputy
Station Desk
Cell
Fax
Brenda Boten
242-0406
03
1724
249-1658
281-9323
Ryan West
242-0413
06
201-2968
281-9321
Dave Eklund
281-5792
43134
07
229-4482
UISC Faxes
Conference Rooms
Fact-Finding
242-0498
TEB/ABP- East Side
242-0444
Room 104
281-8264
201A's
242-0497
Investigation & Recovery
281-9033
(if phone is installed)
201A's
281-6208
West Side - BPC
242-0494
Room 106
242-6055
East Side Outbound
281-9046
West Side - BPC
242-0495
Room 123
281-8069
Federal/Military
281-4057

(if phone is installed)
UISC Staff
Name
Telephone
ACD
Deputy
Sta Desk
Supervisor
Arnold Kim
242-0486
19
1686
Brenda Boten
Baccam Frisco
242-0443
41
1308
Ryan West
Batten Gary
242-0421
04
2197
Ryan West
Borgeson Jill
281-5765
N/A
N/A
Mike Wilkinson
Buntenbach Phil
242-0446
N/A
N/A
Ryan West
Butler Ronda

281-9348
43119
Ryan West
Carroll Bill
242-0440
74
6155
Brenda Boten
Carson Etha
281-9363
N/A

Mike Wilkinson
Chounlamountry Phou
242-0491
61
9022
Ryan West
Clark Bethany
242-0422
N/A

Penny Dow
Close Kara
242-0489
N/A
40
6823
Michele Andre
Cogan Karen
242-0452
73
5036
Brenda Boten
Cozart Jeanine
242-0431
89
6039
Ryan West
Croushore Brianne
242-0412
75
9399
Dave Eklund
Dameron Susan
725-2247
N/A
N/A
N/A
Dave Eklund
Dawson Dianne
281-9043
95
2199
Brenda Boten
Densmore Terryne
242-0464
54
6144
Ryan West
DeSmidt Bill
242-0460
78
5823
Brenda Boten
Devine Roxanne
281-9092
60
4727
Ryan West
Donlin Tom
281-9070
69
6470
Brenda Boten
Dostal Ryan
281-3191
281-3573
N/A
N/A
N/A
Dave Eklund
Dugan Boyd
281-9369
N/A
N/A
Ryan West
Dyer Ray
281-9344
23
7336
Ryan West
Dykstra Connie
242-0427
99
4327
Dave Eklund
Edmonds Linda
281-5280
N/A

76
3493
Brenda Boten
Ellenwood Kassandra
242-0450
Brenda Boten
Finck Christal
242-0477
0398
Ryan West
Findlay Deanna
242-0415
N/A
2737
Brenda Boten
Garrett Brent
242-0459
N/A
N/A
8072
Ryan West
Gaulke-Lilly Sharon
242-0466
18
4786
Brenda Boten
Gifford Matt
242-0483
N/A
80
8822
Brenda Boten
Greco Mary
242-0448
N/A
6318
Brenda Boten
Guy Marllys
242-0441
N/A
05
7530
Dave Eklund
Hoard Aaron
281-9345
20
9659
Ryan West
Hol Joy
242-0474
N/A

Penny Dow
Holett Karen
242-0455
39
4353
Ryan West
Hosier Michael
242-0433
97
4202
Dave Eklund
Hyde Richard
281-9324
93
5447
Ryan West
Kain Missy
281-4937
N/A
N/A

Ryan West
Kell Rose
242-0420
N/A

Penny Dow
Khounlo Nhoui
242-0438
N/A
37
4760
Dave Eklund
Kolontar Lisa
281-8228
N/A
11
1071
Dave Eklund
Kooiker Quentin
242-0430
35
5263
Brenda Boten
Landrew Paul
242-0449
63
3871

Brenda Boten
Lewis Irma
281-4971
281-3607
N/A
96
1126
Dave Eklund
Loftus Kelly
242-0419
N/A

Penny Dow
Long Maria
281-9343
N/A
N/A
0462
Ryan West
Moses Ryan
242-0429

Dave Eklund
Munsinger Russ
281-3240
N/A
N/A
N/A
Dave Eklund
Muntz Alan
281-9041
N/A

Penny Dow
Noonan Daniel
242-0445
Ryan West
Nutting Jenifer
242-0478
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8131
Brenda Boten
O'Leary Kathleen
242-0434
N/A
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N/A
Brenda Boten
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3785
Ryan West
Pearce Frank
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08
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725-0836
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Ryan West
Schafer Cathy
242-0437
N/A
9314
Ryan West
Shepherd Deb
281-9024
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4891

Brenda Boten
Showers Jeffrey
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0456
Dave Eklund
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281-6471
N/A

Penny Dow
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281-9066
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3578
Ryan West
Starr Tracy
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Ryan West
Steen Christina
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Brenda Boten
Stewart Brian
242-0469
58
5550
Brenda Boten
Stewart Sophia
281-9358
N/A

Penny Dow
Stielow Lisa
242-0480
56
6195
Brenda Boten
Tavegia Tom
242-0473
68
3046
Ryan West
Thomas Jan
281-6876
N/A
01
2128
Dave Eklund
Townes Sandi
281-5290
N/A
N/A
2974
Brenda Boten
Tudovic Spomenka
725-2271
72
3478
Dave Eklund
Ung Kham
242-0476
Dave Eklund
Vick Darlene
242-0417
N/A
15
5104
Dave Eklund
Vo Vu
242-0451
32
9240
Dave Eklund
Vogt Jennifer
242-0468
50
8104
Brenda Boten
Wolfe Kathie
242-0465
43
0198
Ryan West
Wood Kirsten
242-0416
98
3934
Dave Eklund
Woods Tina
281-9011
N/A

Penny Dow
Young Veronica
281-9349
53
5523

Dave Eklund
Targeted Services Bureau Supervisors
Barbara Bobb
725-0445
Bureau Chief, Targeted Services
Carol Paulus
281-9021
WIA/TRADE Administrator
Targeted Services Staff
Doug Keast
242-0408
WIA Coordinator
Jason Allen
242-0401
WIA Coordinator
Joan Oyibo
242-0404
WIA Coordinator
Karla Graham
242-0418
TRADE Clerk Specialist
Leslie Schmalzried
242-0411
WIA Coordinator
Lindsay Anderson
281-9007
WIA Coordinator
Marco Adasme
281-9019
State Monitor Advocate
Michaela Malloy Rotert
242-0471
EO 1, WIA/Trade
Sandra Dostal
242-0484
AA 2, TRADE
Stephanie Barrett
242-0423
TRADE Clerk Specialist
Suzie Paulson
281-9009
WIA Coordinator
Ted Harms
281-9019
WIA Coordinator
Venus Vendoures Walsh
725-1126
Coordinator, Alien Labor and Pathways Grant
Shan Seivert
242-0496
RES/REA Coordinator

Message: 150 Phone List

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:31:38 PM
 Item ID: 40860802
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached



 150 Phone List

From West, Ryan [IWD]

Date
 Tuesday,
 June 26,
 2012 3:50
 PM

To Adasme, Marco [IWD]; Allen, Jason [IWD]; Anderson, Lindsay [IWD]; Arnold, Kimberly [IWD]; Baccam, Frisco [IWD]; Barrett, Stephanie [IWD]; Batten, Gary [IWD]; Becker, Kim [IWD]; Bobb, Barbara [IWD]; Borgeson, Jill [IWD]; Boten, Brenda [IWD]; Buntenbach, Edward [IWD]; Butler, Ronda [IWD]; Carroll, William [IWD]; Carson, Etha [IWD]; Chounlamountry, Pho [IWD]; Clark, Bethany [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]; Dostal, Sandra [IWD]; Dugan, Boyd [IWD]; Dyer, Ray [IWD]; Dykstra, Connie [IWD]; Edmonds, Linda [IWD]; Eklund, David [IWD]; Ellenwood, Kasandra [IWD]; Finck, Christal [IWD]; Findlay, Deanna [IWD]; Garrett, Brent [IWD]; Gaulke-Lilly, Sharon [IWD]; Gifford, Matt [IWD]; Graham, Karla [IWD]; Greco, Mary [IWD]; Guy, Marlys [IWD]; Harms, Ted [IWD]; Hoard, Aaron [IWD]; Hol, Joy [IWD]; Holett, Karen [IWD]; Hosier, Michael [IWD]; Hyde, Richard [IWD]; Kain, Melissa [IWD]; Keast, Doug [IWD]; Kell, Rose [IWD]; Khounlo, Nhoui [IWD]; Kinney, Bridgett [IWD]; Kolontar, Lisa [IWD]; Kooiker, Quentin [IWD]; Landrew, Paul [IWD]; Lewis, Irma [IWD]; Loftus, Kelly [IWD]; Long, Maria [IWD]; Malloy Rotert, Michaela [IWD]; McCleary, Jana [IWD]; Moses, Ryan [IWD]; Muntz, Alan [IWD]; Noonan, Daniel [IWD]; Nutting, Jenifer [IWD]; O'leary, Kathleen [IWD]; Oyibo, Joan [IWD]; Parry, Sharon [IWD]; Paulson, Suzanne [IWD]; Paulus, Carol [IWD]; Pearce, Frank [IWD]; Prettyman, Laura [IWD]; Ramirez, Rebecca [IWD]; Richards, Vicki [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]; Showers, Jeffrey [IWD]; Simpson, Lillie [IWD]; Spencer, Barbara [IWD]; Starr, Tracy [IWD]; Steen, Christina [IWD]; Stewart, Brian [IWD]; Stewart, Sophia [IWD]; Stielow, Lisa [IWD]; Tavegia, Thomas [IWD]; Thomas, Jan [IWD]; Townes, Sandra [IWD]; Tudovic, Spomenka [IWD]; Ung, Kham [IWD]; Vendoures, Venus [IWD]; Vick, Darlene [IWD]; Vo, Vu [IWD]; Vogt, Jennifer [IWD]; Wolfe, Kathie [IWD]; Wood, Kirsten [IWD]; Woods, Tina [IWD]; Young, Veronica [IWD]

Cc

 [150 DM St Staff List.xls](#) (68 Kb HTML)  [image001.jpg](#) (3 Kb HTML)

Along with the changes from Barbara I have found some more changes as well pertaining to extensions. Please use this one going forward. Thank you

Ryan West
 Regional Operations Manager
 Iowa Workforce Development
 (515) 242-0413 P
 (515) 281-9321 F



Last Name
First Name
Telephone
ACD
Deputy
Station Desk
Supervisor
Arnold
Kim
515-242-0486
4-3197
19
1686
Brenda Boten
Baccam
Frisco
515-242-0443
4-3144
41
1308
Ryan West
Batten
Gary
515-242-0421
4-3121
04
2197
Ryan West
Borgeson
Jill
515-242-0404
4-3104
Michele Andre
Buntenbach
Phil
515-242-0446
4-3146
N/A
N/A
Ryan West
Butler
Ronda
515-281-9349
4-3163
Ryan West
Carroll
Bill
515-242-0440
4-3140
74
6155
Brenda Boten
Carson
Etha
515-281-9363
4-3133
N/A

Mike Wilkinson
Chounlamountry
Phou
515-242-0491
4-3176
61
9022
Ryan West
Clark
Bethany
515-242-0422
4-3154

Penny Dow
Close
Kara
515-242-0471
4-3171
40
6823
Michele Andre
Cogan
Karen
515-242-0452
4-3153
73
5036
Brenda Boten
Cozart
Jeanine
515-242-0431
4-3131
89
6039
Ryan West
Croushore

Brianne
515-242-0412
4-2556
75
9399
Dave Eklund
Dameron
Susan
515-725-2247
N/A
N/A
N/A
Dave Eklund
Dawson
Dianne
515-281-9043
4-3107
95
2199
Brenda Boten
Densmore
Terryne
515-242-0464
4-3164
54
6144
Ryan West
DeSmidt
Bill
515-242-0460
4-3160
78
5823
Brenda Boten
Devine
Roxanne
515-281-9092
4-3110
60
4727
Ryan West
Donlin
Tom
515-281-9070
4-3109
69
6470
Brenda Boten
Dostal
Ryan
515-281-3191
515-281-3573
N/A
N/A
N/A
Dave Eklund
Dugan
Boyd
515-281-9369
4-3136
N/A
N/A
Ryan West
Dyer
Ray
515-281-9344
4-3117
23
7336
Ryan West
Dykstra
Connie
515-242-0427
4-3127
99
4327
Dave Eklund
Edmonds
Linda
515-281-5280
N/A
76
3493
Brenda Boten
Ellenwood
Kassandra
515-242-0450
4-2552
Brenda Boten
Finck
Christal
515-242-0477
4-3177
0398
Ryan West
Findlay
Deanna
515-242-0415
4-3115
N/A

2737
Brenda Boten
Garrett
Brent
515-242-0459
N/A
N/A
8072
Ryan West
Gaulke-Lilly
Sharon
515-242-0466
4-3166
18
4786
Brenda Boten
Gifford
Matt
515-242-0483
N/A
80
8822
Brenda Boten
Glick
Teresa
515-242-0419
4-3122

Penny Dow
Greco
Mary
515-242-0448
4-3148
N/A
6318
Brenda Boten
Guy
Marlys
515-242-0441
N/A
05
7530
Dave Eklund
Hoard
Aaron
515-281-9345
4-3118
20
9659
Ryan West
Hol
Joy
515-242-0474
4-3174

Penny Dow
Holett
Karen
515-242-0455
4-3155
39
4353
Ryan West
Hosier
Michael
515-242-0433
4-3156
97
4202
Dave Eklund
Hyde
Richard
515-281-9324
4-3111
93
5447
Ryan West
Jacobson
Jill
515-242-0470
4-3170
51
0504
Kain
Missy
515-242-0456
N/A
N/A

Ryan West
Kell
Rose
515-242-0420
4-3120

Penny Dow
Khounlo

Nhoui
515-242-0438
N/A
37
4760
Dave Eklund
Kolontar
Lisa
515-281-8228
N/A
11
1071
Dave Eklund
Kooker
Quentin
515-242-0430
4-3130
35
5263
Brenda Boten
Landrew
Paul
515-242-0449
4-3018
63
3871
Brenda Boten
Lewis
Irma
515-281-4971
515-281-3607
N/A
96
1126
Dave Eklund
Loftus
Kelly
515-242-0407
4-2555

Penny Dow
Long
Maria
515-281-9343
4-3113
N/A
0462
Ryan West
Moses
Ryan
515-242-0429
4-3129

Dave Eklund
Munsinger
Russ
515-281-3240
N/A
N/A
N/A
Dave Eklund
Muntz
Alan
515-281-9041
4-3144

Noonan
Daniel
515-242-0445
4-3145
Ryan West
Nutting
Jenifer
515-242-0478
4-3178
44
8131
Brenda Boten
O'Leary
Kathleen
515-242-0434
N/A
N/A
N/A
Brenda Boten
Parry
Sharon
515-242-0475
4-3175
48
3785
Ryan West
Pearce
Frank
515-242-0405
4-3105
08
Mike Wilkinson

Prettyman
Laura
515-281-9019
4-4035
88
2535
Michele Andre
Ramirez
Rebecca
515-242-0481
4-3181
81
2263
Brenda Boten
Richards
Vicki
515-242-0409
4-3137
84
5756
Brenda Boten
Rieger
Kim
515-242-0414
4-3114
86
8488
Ryan West
Roovaart
Michelle
515-242-0402
4-3102
17
5974
Dave Eklund
Ruby
Evelyn
515-242-0436
N/A
26
4997
Dave Eklund
Saddoris
Michelle
515-242-0482

Ryan West
Schafer
Cathy
515-242-0437
4-2550
N/A
9314
Ryan West
Shepherd
Deb
515-281-9024
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92
4891
Brenda Boten
Showers
Jeffrey
515-242-0447
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0456
Dave Eklund
Simpson
Lillie
515-281-6471
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Penny Dow
Spencer
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3578
Ryan West
Starr
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Ryan West
Steen
Christina
515-242-0467
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85
1594
Brenda Boten
Stewart
Brian
515-242-0469
4-3169
58

5550
Brenda Boten
Stewart
Sophia
515-281-9358
4-3126
N/A

Penny Dow
Stielow
Lisa
515-242-0480
4-2551
56
6195
Brenda Boten
Tavegia
Tom
515-242-0473
4-3167
68
3046
Ryan West
Thomas
Jan
515-281-6876
N/A
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2128
Dave Eklund
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Sandi
515-281-5290
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N/A
2974
Brenda Boten
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515-725-2271
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72
3478
Dave Eklund
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Kham
515-242-0476
4-2553
Dave Eklund
Vacant
Investigations
515-281-8820
N/A
N/A
N/A
Dave Eklund
Vick
Darlene
515-242-0417
N/A
15
5104
Dave Eklund
Vo
Vu
515-242-0451
4-3151
32
9240
Dave Eklund
Vogt
Jennifer
515-242-0468
4-3168
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8104
Brenda Boten
Whitlow
Rebecca
515-242-0435
4-3135
N/A
0022
Brenda Boten
Wolfe
Kathie
515-242-0465
4-3165
43
0198
Ryan West
Wood
Kirsten
515-242-0416
4-3116
98
3934
Dave Eklund
Woods
Tina

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Young
Veronica
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4-3123
53
5523
Dave Eklund

UISC Reception (150 Des Moines St) - 281-9065 (ACD 43128)
UISC Supervisors

Name
Telephone
ACD
Deputy
Station Desk
Cell
Fax
Brenda Boten
242-0406
03
1724
249-1658
281-9323
Ryan West
242-0413
06
201-2968
281-9321
Dave Eklund
281-5792
43134
07
229-4482
UISC Faxes
Conference Rooms
Fact-Finding
242-0498
TEB/ABP- East Side
242-0444
Room 104
281-8264
201A's
242-0497
Investigation & Recovery
281-9033
(if phone is installed)
201A's
281-6208
West Side - BPC
242-0494
Room 106
242-6055
East Side Outbound
281-9046
West Side - BPC
242-0495
Room 123
281-8069
Federal/Military
281-4057

(if phone is installed)

UISC Staff
Name
Telephone
ACD
Deputy
Sta Desk
Supervisor
Arnold Kim
242-0486
19
1686
Brenda Boten
Baccam Frisco
242-0443
41
1308
Ryan West
Batten Gary
242-0421
04
2197
Ryan West
Borgeson Jill
281-5765
N/A
N/A
Mike Wilkinson
Buntenbach Phil
242-0446
N/A
N/A
Ryan West
Butler Ronda

281-9348
43119
Ryan West
Carroll Bill
242-0440
74
6155
Brenda Boten
Carson Etha
281-9363
N/A

Mike Wilkinson
Chounlamountry Phou
242-0491
61
9022
Ryan West
Clark Bethany
242-0422
N/A

Penny Dow
Close Kara
242-0489
N/A
40
6823
Michele Andre
Cogan Karen
242-0452
73
5036
Brenda Boten
Cozart Jeanine
242-0431
89
6039
Ryan West
Croushore Brianne
242-0412
75
9399
Dave Eklund
Dameron Susan
725-2247
N/A
N/A
N/A
Dave Eklund
Dawson Dianne
281-9043
95
2199
Brenda Boten
Densmore Terryne
242-0464
54
6144
Ryan West
DeSmidt Bill
242-0460
78
5823
Brenda Boten
Devine Roxanne
281-9092
60
4727
Ryan West
Donlin Tom
281-9070
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6470
Brenda Boten
Dostal Ryan
281-3191
281-3573
N/A
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N/A
Dave Eklund
Dugan Boyd
281-9369
N/A
N/A
Ryan West
Dyer Ray
281-9344
23
7336
Ryan West
Dykstra Connie
242-0427
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4327
Dave Eklund
Edmonds Linda
281-5280
N/A

76
3493
Brenda Boten
Ellenwood Kassandra
242-0450
Brenda Boten
Finck Christal
242-0477
0398
Ryan West
Findlay Deanna
242-0415
N/A
2737
Brenda Boten
Garrett Brent
242-0459
N/A
N/A
8072
Ryan West
Gaulke-Lilly Sharon
242-0466
18
4786
Brenda Boten
Gifford Matt
242-0483
N/A
80
8822
Brenda Boten
Greco Mary
242-0448
N/A
6318
Brenda Boten
Guy Marlys
242-0441
N/A
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Dave Eklund
Hoard Aaron
281-9345
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Ryan West
Hol Joy
242-0474
N/A

Penny Dow
Holett Karen
242-0455
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4353
Ryan West
Hosier Michael
242-0433
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Dave Eklund
Hyde Richard
281-9324
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Ryan West
Kain Missy
281-4937
N/A
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Ryan West
Kell Rose
242-0420
N/A

Penny Dow
Khounlo Nhoui
242-0438
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Dave Eklund
Kolontar Lisa
281-8228
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11
1071
Dave Eklund
Kooiker Quentin
242-0430
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Brenda Boten
Landrew Paul
242-0449
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3871

Brenda Boten
 Lewis Irma
 281-4971
 281-3607
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 96
 1126
 Dave Eklund
 Loftus Kelly
 242-0419
 N/A

Penny Dow
 Long Maria
 281-9343
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 Ryan West
 Moses Ryan
 242-0429

Dave Eklund
 Munsinger Russ
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 Dave Eklund
 Muntz Alan
 281-9041
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Penny Dow
 Noonan Daniel
 242-0445
 Ryan West
 Nutting Jenifer
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 Brenda Boten
 O'Leary Kathleen
 242-0434
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 Brenda Boten
 Parry Sharon
 242-0475
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 Ryan West
 Pearce Frank
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 Mike Wilkinson
 Prettyman Laura
 725-0836
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 2535
 Mike Wilkinson
 Ramirez Rebecca
 242-0481
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 Brenda Boten
 Richards Vicki
 242-0409
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 Brenda Boten
 Rieger Kim
 242-0414
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 8488
 Ryan West
 Roovaart Michelle
 242-0402
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 5974
 Dave Eklund
 Ruby Evelyn
 242-0436
 N/A
 26
 4997
 Dave Eklund
 Sadoris Michelle
 242-0482
 Ryan West
 Schafer Cathy
 242-0437
 N/A
 9314
 Ryan West
 Shepherd Deb
 281-9024
 92
 4891

Brenda Boten
Showers Jeffrey
242-0447
62
0456
Dave Eklund
Simpson Lillie
281-6471
N/A

Penny Dow
Spencer Barb
281-9066
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Ryan West
Starr Tracy
242-0461
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Ryan West
Steen Christina
242-0467
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Brenda Boten
Stewart Brian
242-0469
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5550
Brenda Boten
Stewart Sophia
281-9358
N/A

Penny Dow
Stielow Lisa
242-0480
56
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Brenda Boten
Tavegia Tom
242-0473
68
3046
Ryan West
Thomas Jan
281-6876
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2128
Dave Eklund
Townes Sandi
281-5290
N/A
N/A
2974
Brenda Boten
Tudovic Spomenka
725-2271
72
3478
Dave Eklund
Ung Kham
242-0476
Dave Eklund
Vick Darlene
242-0417
N/A
15
5104
Dave Eklund
Vo Vu
242-0451
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9240
Dave Eklund
Vogt Jennifer
242-0468
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8104
Brenda Boten
Whitlow Rebecca
242-0435
N/A
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Brenda Boten
Wolfe Kathie
242-0465
43
0198
Ryan West
Wood Kirsten
242-0416
98
3934
Dave Eklund
Woods Tina
281-9011
N/A

Penny Dow
Young Veronica
281-9349
53
5523
Dave Eklund
Targeted Services Bureau Supervisors
Barbara Bobb
725-0445
Bureau Chief, Targeted Services
Carol Paulus
281-9021
WIA/TRADE Administrator
Targeted Services Staff
Doug Keast
242-0408
WIA Coordinator
Jason Allen
242-0401
WIA Coordinator
Joan Oyibo
242-0404
WIA Coordinator
Karla Graham
242-0418
TRADE Clerk Specialist
Leslie Schmalzried
242-0411
WIA Coordinator
Lindsay Anderson
281-9007
WIA Coordinator
Marco Adasme
281-9019
State Monitor Advocate
Michaela Malloy Rotert
242-0471
EO 1, WIA/Trade
Sandra Dostal
242-0484
AA 2, TRADE
Stephanie Barrett
242-0423
TRADE Clerk Specialist
Suzie Paulson
281-9009
WIA Coordinator
Ted Harms
281-9019
WIA Coordinator
Venus Vendoures Walsh
725-1126
Coordinator, Alien Labor and Pathways Grant
Shan Seivert
242-0496
RES/REA Coordinator

Message: Important Veterans Retraining Assistance Program (VRAP) News**Case Information:**

Message Type: Exchange
 Message Direction: External, Inbound
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:54 PM
 Item ID: 40862341
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ Important Veterans Retraining Assistance Program (VRAP) News

From Webb, Clay - ETA

Date
 Tuesday,
 March 18,
 2014 9:31
 PM

To Young, Robert W - VETS; Imker, Chad A - VETS; Mendoza, Alfredo - VETS; Higgins, Heather - VETS; Smithhart, Anthony - VETS; Mayfield, Patricia - VETS; Tyler, Gary A. - VETS; Kelvington, Areon - VETS; Savage, John - VETS; Mills, Edward S - VETS; Benzel, William - VETS; Coatney, Cecilia K - VETS; Adams, Darrin M - VETS; Joyner, Alvin L - VETS; OH_Beth Brannigan (Beth.Brannigan@jfs.ohio.gov); OH_NEG-Angie Martin (Angie.Martin@jfs.ohio.gov); OH_ROBERT "BOB" HAAS (Robert.Haas@jfs.ohio.gov); OH_VRAP-Julie McKay (Julie.McKay@jfs.ohio.gov); OH_VRAP-Pamela Mason (Pamela.Mason@jfs.ohio.gov); Bateman, Gary [IWD]; Rouse, Linda [IWD]; Adams, Lori [IWD]; P_IL_IDES-Gideon Blustein (Gideon.Blustein@Illinois.gov); P_IL_Vets-Richard Wuthrich (Richard.Wuthrich@Illinois.gov); P_IL_VRAP_IDES-Karen Fratto (Karen.Fratto@Illinois.gov); P_IL_WP-Sergio Estrada (Sergio.Estrada@Illinois.gov); P_IL-JoAnne Vogt (JoAnne.Vogt@Illinois.gov); P_IN_VETS-Dennis Wimer (dawimer@dwd.in.gov); P_IN_VRAP-Dawn Axsom (draxsom@dwd.IN.gov); P_IN_VRAP-Roy Evans (REvans@dwd.IN.gov); P_IN-Charlie McBride (CMcbride@dwd.IN.gov); P_IN-Corvan Wilhite (CWilhite@dwd.IN.gov); P_IN-Garmell Hudson (GHudson@dwd.IN.gov); P_IN-Harish Nagaraj (HNagaraj@dwd.in.gov); P_IN-Nancy Davisson (ndavisson@dwd.in.gov); P_IN-Vets-Michael Barnes (MLBarnes@dwd.IN.gov); P_KS_DV-John Bowes (jbowes@kansascommerce.com); P_KS-Christine A. Bohannon (cbohannon@ajla.net); P_KS-Melanie Manry (mmanry@ajla.net); P_MI_MIS-Joe Billig (BilligJ@michigan.gov); P_MI_MIS-Paula Eklund (MIS) (eklundp@michigan.gov); P_MI_VRAP-Ethan McCallum (mccallume@michigan.gov); P_MN_IT-John Dahle (john.t.dahle@state.mn.us); P_MN-Brian Allie (DEED) (brian.allie@state.mn.us); P_MN-Chrys Zaglifa (DEED) (chrys.zaglifa@state.mn.us); P_MO-VRAP-Laurie Javorina (Laurie.javorina@state.mn.us); P_MO-Clint Flowers (TAPR) (clint.flowers@ded.mo.gov); P_MO-Mike Adams (Mike.Adams@oa.mo.gov); P_MO-Shams U. Chughtai (shams.chughtai@ded.mo.gov); P_NE_VRAP-Jason Mauseth (Jason.Mauseth@nebraska.gov); P_NE_VRAP-Seth Fager (seth.fager@nebraska.gov); P_NE_VRAP-Will Bindel (Wilfred.Bindel@nebraska.gov); P_NE-Angela. Hansen-Kruse (Angela.Hansen-Kruse@nebraska.gov); P_WI_Catherine Sill - DWD (catherine.sill@dwd.wisconsin.gov); P_WI_Gary Meyer (Gary.Meyer@dwd.wisconsin.gov); P_WI_Matt Mita - DWD (Matt.Mita@dwd.wisconsin.gov); P_WI-Jacqueline Summerton (Jacqueline.Summerton@dwd.wisconsin.gov); P_WI-VRAP-Phil Koenig (Phil.koenig@dwd.wisconsin.gov); P_WI-VRAP-Ronald Stigler (Ronald.Stigler@dwd.Wisconsin.gov); VETS_IL-Dotress Reeves (reeves.dotress@dol.gov); Delofsky, Joel - VETS; Creel, Robert - VETS

Cc Bulluck, Corey - ETA; Lara, Gerardo - ETA; VRAP

Hi VRAP pocs:

Below is some more information from the VA on how they are administering the lump sum being distributed to VRAP participants. The below message is from the VA's Deputy Under Secretary for Economic Opportunity, Curtis Coy.

Please pass along as you deem appropriate. If any states are having an issue from their participants regarding this issue, please make me aware.

Semper Fi,
 Clay

Clay A. Webb MPA
 Phone Number (312) 596-5538
 DOL-ETA Federal Project Officer to Ohio
 Region V Performance Specialist & Vet Liaison
 230 S. Dearborn 6th Floor
 Chicago, IL 60604
 USMC (MSGT Retired)

 Colleagues and Fellow Veterans,

Many of you have heard about some changes in the VRAP program so I thought it might be useful to try and provide you with some direct information. Bottom line, given that the statute directs VA that we do not have the authority to pay VRAP benefits after 31 March 2014, the decision was made to compute and distribute a lump sum payment for those Veterans still enrolled in March 2014 to enable them to complete their current term of instruction between now and June 30th. It does not provide anyone more than the original program's 12 months of benefits.

We have begun to compute those lump sum payments already. So, for example, if a Veteran is currently enrolled with a term/enrollment completion of 10 May 2014 – that individual would receive a lump sum for the month of April + 10 days in May. If a Veteran's term ends on 15 July, that individual would get a lump sum payment for April + May + June – *and not the 15 days in July*. These payments will not be made for enrollment periods that begin after March 31. Again, this lump sum payment does not provide additional VRAP benefits beyond 12 months.

As you know, VRAP was established by the *Veterans Opportunity to Work (VOW) to Hire Heroes Act of 2011* and began July 1, 2012. So far, we have provided more than \$740 million in retraining assistance for more than 75,000 unemployed Veterans between the ages of 35 and 60 years.

School Certifying Officials must submit all VRAP enrollment certifications to VA on or before March 17, 2014 and must continue to review enrollments and report changes to VA for training pursued after March 31 through the end of the current enrollment period.

VRAP participants must verify attendance on or after March 31, 2014, for training pursued in March to receive payment. Attendance may be verified via VA's Web Automated Verification of Enrollment (WAVE) at <https://www.gibill.va.gov/wave/index.do> or via the toll free Interactive Voice Response (IVR) telephone line at 1-877-VA-ECERT (1-877-823-2378). Participants should report any changes in enrollment that occur on or after April 1, 2014, to their school certifying official and to VA at 1-888-GI Bill-1 (1-888-442-4551). A reduction in training or withdrawal may result in an overpayment.

You can help raise awareness about the end of this important program by sharing information on your website, in newsletters, and through social media channels. New information about VRAP will be posted online at: www.benefits.va.gov/VOW/education.asp

We appreciate your help in communicating this important information to Veterans.

Curtis L. Coy
Deputy Under Secretary for Economic Opportunity
Veterans Benefits Administration
U.S. Department of Veterans Affairs

Message: READ IN: Wednesday, April 2, 2014: Bowser wins D.C. primary, Jindal releases health care plan, RNC to winnow convention field

Case Information:

Message Type: Exchange
 Message Direction: External, Inbound
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:37 PM
 Item ID: 40861876
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **READ IN: Wednesday, April 2, 2014: Bowser wins D.C. primary, Jindal releases health care plan, RNC to winnow convention field**

From The Washington Post **Date** Wednesday, April 02, 2014 7:04 AM
To Adams, Lori [IWD]
Cc

The essential news and information for those who run the country.

[View on the Web.](#)



Wednesday, April 2, 2014



[View all Read In messages](#)

Washington Post's Read In is a new morning tip sheet aimed at the Capitol Hill, K Street and campaign communities. We hope you'll find it a valuable scan of the news you need to know before your first meeting of the day; you can count on Read In hitting your inbox every day at 8 a.m. ET. Make sure you sign up to continue receiving Read In every day.

Read In is a service of The Washington Post.

Read In is a service of The Washington Post. You will receive Read In every day at 8 a.m. ET.

Ed. note: For those just joining us, welcome to Read In, a new morning tip sheet aimed at the Capitol Hill, K Street and campaign communities. We hope you'll find it a valuable scan of the news you need to know before your first meeting of the day; you can count on Read In hitting your inbox every day at 8 a.m. ET. Make sure you sign up to continue receiving Read In every day.

By [Reid Wilson](#)

A1: The stories you need to read before your first conference call.

-- D.C. city council member Muriel Bowser (D) easily outpaced Mayor Vincent Gray in Tuesday's Democratic primary. **Gray conceded defeat just before midnight as he trailed by a 44 percent to 33 percent margin** with most precincts reporting. Bowser won Wards 1, 2, 3, 4 and 6, while Gray won in Wards 5, 7 and 8. ([Washington Post](#)) Meanwhile, community activist Brianne Nadeau (D) ousted longtime council member Jim Graham with 58 percent of the vote in Ward 1, while former city council aide Charles Allen beat ex-Harry Reid advisor Darrel Thompson for the Democratic nomination in Ward 6. ([D.C. Board of Elections](#))

-- **7.1 million people signed up for health care** before open enrollment closed Monday night, President Obama said in a Rose Garden address Tuesday. Allies are already plotting for this year's open enrollment period, which begins November 15; the CBO has projected up to 13 million will enroll in exchanges by 2015. ([Washington Post](#), [WonkBlog](#), [New York Times](#)) White House officials called the final day of open enrollment "**s--t-tastic**," a nod to both the high enthusiasm for the law and the continued flaws in the website's operation. ([Politico](#))

-- **Get those press releases ready:** Coming ACA implementation dates include the April 15 expiration of high-risk insurance plans, and insurance companies setting their rates for next year in May and June. ([Washington Post](#))

-- House Budget Committee chairman Paul Ryan's proposed budget, released Tuesday, would **cut \$5 trillion in federal spending over a decade**, most of it from repealing ObamaCare and revamping Medicaid, while consolidating seven individual income tax brackets into two. The budget cuts \$145 billion in education funding and \$90 billion in Pell grants, along with hundreds of billions in food stamp benefits ([Washington Post](#), [New York Times](#))

-- A new Quinnipiac survey finds 55 percent of voters oppose the Affordable Care Act and 40 percent say they are less likely to vote for a candidate who supports it. **Democrats lead the generic ballot by a slim 40 percent to 38 percent margin**, while just 42 percent approve of the job President Obama is doing. ([Quinnipiac](#)) The truth about generic ballots: Democrats **need a double-digit lead** if they hope to make real gains in Congress.

-- **Peace talks between Israel and the Palestinian Authority are on life support** after President Mahmoud Abbas defied American diplomats by unilaterally signing a dozen United Nations peace treaties, Secretary of State John Kerry, attending a NATO meeting in Brussels, cancelled a meeting with Abbas that had been scheduled for today. ([Washington Post](#))

-- **Front Pages:** [WaPo](#) puts Muriel Bowser over 5 columns. [NYT](#) and [WSJ](#) lead with faltering Middle East peace talks. And [USA Today](#) highlights GM's Barra visiting the Hill, along with Tiger Woods' exit from the Masters. The Affordable Care Act got

positive ink in states where exchanges have run well; here's the [Seattle Times](#) and the [Louisville Courier-Journal](#).

National Roundup: What's happening outside the Beltway.

-- **WH'16:** Louisiana Gov. Bobby Jindal (R) on Wednesday will announce what amounts to **the first major policy proposal of the 2016 campaign**. Jindal, formerly Louisiana's top health official, will release a 26-page plan to repeal the Affordable Care Act and replace it with a series of Republican reform proposals. It's part of an effort by Jindal strategists to attract attention from big donors who are otherwise interested in wooing Jeb Bush. ([Washington Post](#))

-- **WH'16:** Sen. Ted Cruz (R-Texas) addresses Liberty University's student body Wednesday in Lynchburg, Va. He'll be introduced by his father, the Rev. Rafael Cruz. ([Associated Press](#)) Meanwhile, **Cruz will receive a \$1.5 million advance** on his personal memoirs after HarperCollins won a four-day bidding war. That's more than the \$1.25 million advance Sarah Palin received for her book. ([Washington Examiner](#))

-- **Iowa:** Republicans are gleeful over Rep. Bruce Braley's (D) comments to a group of Texas trial lawyers about the prospect of Sen. Chuck Grassley (R) leading the Judiciary Committee. Braley's quip about Grassley, the **"farmer from Iowa who never went to law school,"** is featured in a [\\$250,000 ad blitz](#) paid for by a conservative outside group, while the NRSC is running early robo-calls. It's been the subject of at least a dozen articles in the Des Moines Register alone, though Braley strategist Jeff Link [told the Register](#) he thinks Republicans are overplaying their hand, "like they overplayed Obamacare."

-- How much of a problem will Braley's comments be? **We asked the expert, David Yepsen**, director of the Paul Simon Public Policy Institute at Southern Illinois University and the legendary former Register reporter. "Republicans are having a real tough, confused primary with no front-runner and a lot of concern about whether they could win. And all of a sudden [Braley] has made a mistake that has energized them. I know Grassley, and this will put him in the game," Yepsen told us. "It's just perfect for an attack ad that we're going to see over and over." Plus, Yepsen added, after [watching the video of Braley's remarks](#): "That's pretty good liquor behind him."

-- **Nevada:** Another measure of just how important the race for lieutenant governor is: **Both Republican primary candidates are running television ads already**. State Sen. Mark Hutchison is highlighting the fact that he's Gov. Brian Sandoval's pick for the job, while former state Sen. Sue Lowden is accusing Hutchison of voting to implement ObamaCare in the state Senate. ([Las Vegas Review-Journal](#)) Background on the race, and its possible implications for a Sandoval-Harry Reid showdown in 2016, [here](#) and [here](#).

-- **Colorado:** The Colorado state House on Tuesday celebrated April Fool's Day by passing a resolution abolishing the state Senate. **The Senate "has lower approval**

ratings than rabies, Satan and the United States Congress," the joke resolution (maybe not so much a joke?) said. ([Denver Post](#))

DC Digest: What's on tap today in DC.

-- **President Obama** heads to Ann Arbor, Mich., to talk about raising the minimum wage. Obama then heads to Chicago, where he attends two DNC fundraisers. He returns to D.C. this evening. **Vice President Biden** has no public events on his calendar.

-- Members of the Republican National Committee's site selection committee meet early this afternoon **to decide on finalists for the party's 2016 convention.** [Eight cities](#) -- Cleveland, Cincinnati, Columbus, Denver, Dallas, Kansas City, Las Vegas and Phoenix -- made the initial cut back in February. Insiders tell us Vegas, Dallas and Kansas City have pushed particularly hard to win the 2016 confab.

-- **DCCC chairman Steve Israel** meets the press today at 10 a.m. at the National Press Club, where he will rip into the Ryan budget and analyze the midterm elections.

The Buried Lede: The political nuggets that deserve a spotlight.

-- **"History says that Rick Santorum should be the next Republican nominee for president.** Republicans are wont to nominate the guy who came in second the last time around (see: Ronald Reagan, George H.W. Bush, Bob Dole, John McCain and Mitt Romney). Having won 11 states in 2012, Santorum should be the front-runner. **Problem for him is that no one believes this will be the case."**

-- More from Ben Terris's profile of Santorum, playing the role of a movie executive in between political campaigns: "Weâ€™ll go with a long close-up shot of Santorum, talking about [a dog he had to put down] in such a way that it seems like heâ€™s talking about something else: about knowing when to call it quits. 'I think weâ€™re down to just one in the family who isnâ€™t ready to let go,' he says." ([Washington Post](#))

B1: Business, politics and the business of politics

-- Fixing the faulty ignition switch that has been linked to 13 traffic deaths in General Motors vehicles costs just 57 cents, members of Congress said at a Tuesday hearing featuring company CEO Mary Barra. Barra said **GM had hired Kenneth Feinberg to find ways to compensate victims of the crashes.** ([Associated Press](#))

-- **Andy McCain**, son of Sen. John McCain (R-Ariz.) and COO of the family's Budweiser distributorship, has been elected chairman of the 2014-2015 Fiesta Bowl board. ([Arizona Republic](#))

-- The Dow gained 75 points yesterday and markets are up slightly in pre-open

trading. Most international markets posted gains on Tuesday, with the Nikkei rising 1 percent. ([CNN](#))

C1: The long reads you'll need to check out before tonight's cocktail party.

-- Did William Henry Harrison really die of pneumonia after just a month in office? New evidence suggests he **died of enteric fever and septic shock** -- and the treatment he received from physician Thomas Miller sounds quite unpleasant. ([New York Times](#))

-- Savings and loan financier **Charles Keating has died at age 90**. John McCain, the only one of the five senators cited in the Keating Five scandal still serving in public office, released a brief statement offering his thoughts and prayers to Keating's family. ([Arizona Republic](#), [Associated Press](#), [New York Times](#))

C4: The comics page, fun things to read when you're bored at work

-- Strong contender for Press Release of the Year award goes to Jake Rush, an attorney challenging freshman Rep. Ted Yoho (R-Fla.). Rush claims Yoho is attacking him for the role-playing games he plays and for his side career as a sometimes-actor who's played roles ranging from George Washington to Jesus to MacBeth. "**Bottom line - There is nothing wrong with being a gamer.** It's kinda nerdy, but North Central Florida deserves a legitimate debate on the issues instead of Ted Yoho's usual sideshow distractions," Rush said in a three-page press release that we're pretty sure isn't an April Fool's prank. ([Miami Herald](#), with bonus shot of Rush in a very tight super hero costume)

-- Watch an osprey fight two Canada geese over a prime nesting spot. ([Idaho Statesman](#))

Attn HuffPo: Things liberals will be outraged by today.

-- **Is New York Gov. Andrew Cuomo trying to anger the left?** His plan for publicly financed elections, proposed in his new budget, applies to just one contest: The race for state Comptroller. No need for public financing in the governor's race: Cuomo already has \$33 million in the bank. Daily Kos's Markos: "I'm fond of comparing Cuomo to Joe Lieberman, and the comparison fits better by the day." ([Daily Kos](#)) Side note: Just ask New York members of Congress how they feel about Cuomo. There's a reason Martin O'Malley is getting so many invites to come meet donors in the Big Apple.

-- An Oklahoma House committee has passed legislation **requiring minors to get a prescription for the morning-after pill**. The bill now goes to the full House. A federal judge struck down a similar law in January. ([Associated Press](#))

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lori.adams@iwd.iowa.gov

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Message: RE: Word Processors**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:03 PM
 Item ID: 40861076
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ RE: Word Processors

From Hillary, Teresa [IWD]

Date
 Monday,
 July 01, 2013
 9:09 AM

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

Cc Shroyer, Paula [IWD]; Scott, Cheryll [IWD]

Nope. Just the way it is shown below. The wp will get them out. ASAP. Remember it's just for one-party cases you take early that have not even been scheduled by Joni at all.

From: Lewis, Devon [IWD]

Sent: Monday, July 01, 2013 9:07 AM

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

Cc: Shroyer, Paula [IWD]; Scott, Cheryll [IWD]

Subject: RE: Word Processors

We can calculate the 30 day deadline by the appeal date listed on the worksheet or appeal letter. Are we to include the 30 day date as we do on other decision tasks? Eg. N/A 7/3
 ooooo.L

From: Hillary, Teresa [IWD]
Sent: Monday, July 01, 2013 9:04 AM
To: Mormann, Marlon [IWD]; Scheetz, Beth [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Nice, Terence [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]; Walsh, Joseph [IWD]
Cc: Shroyer, Paula [IWD]; Scott, Cheryll [IWD]
Subject: RE: Word Processors

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N/A 00000.H2 ASAP TO MAKE 30 DAYS.

Make sense now?

Teresa Hillary

From: Mormann, Marlon [IWD]
Sent: Monday, July 01, 2013 9:01 AM
To: Hillary, Teresa [IWD]; Scheetz, Beth [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Nice, Terence [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]; Walsh, Joseph [IWD]
Cc: Shroyer, Paula [IWD]; Scott, Cheryll [IWD]
Subject: RE: Word Processors

N/A makes no sense to me. Where do you put N/A. All cases have a due date some 30 days after filing. We need one rule to help the word processors.

Marlon Mormann, Administrative Law Judge
515-265-3512

From: Hillary, Teresa [IWD]
Sent: Monday, July 01, 2013 8:52 AM
To: Scheetz, Beth [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeier, Bonny [IWD]; Lewis, Devon [IWD]; Mormann, Marlon [IWD]; Nice, Terence [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]; Walsh, Joseph [IWD]

Cc: Shroyer, Paula [IWD]; Scott, Cheryl [IWD]
Subject: RE: Word Processors

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

\$23.00 Remember .00
\$5,000.00 Remember the comma
Lock-out/tag-out

Message: RE: Word Processors**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:03 PM
 Item ID: 40861074
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ RE: Word Processors

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 9:04 AM

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Message: RE: Word Processors**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:03 PM
 Item ID: 40861073
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE: Word Processors**

From Hillary, Teresa [IWD] **Date** Monday, July 01, 2013 8:58 AM
To Lewis, Devon [IWD]
Cc

It makes sense to them how they enter the task into their log. This way they do not have to open the file to get the information they need to keep their log up to date. The log is used to generate the Kevin report. It wa something they **specifically** asked me to do.

From: Lewis, Devon [IWD]
Sent: Monday, July 01, 2013 8:56 AM
To: Hillary, Teresa [IWD]
Subject: RE: Word Processors

Any reason why this matters to WP? How does that degree of detail help them if they process by due date and fifo? I'll do it but it might make it easier to remember if there is some rationale behind it.

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Message: RE: Word Processors**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:03 PM
 Item ID: 40861071
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ RE: Word Processors

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Date
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 July 01, 2013
 8:52 AM

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

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Message: RE: APLA**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:02 PM
 Item ID: 40861066
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ RE: APLA

From Hillary, Teresa [IWD] **Date** Thursday, June 27, 2013 4:12 PM
To Lewis, Devon [IWD]; Wise, Debra [IWD];
 Baughman, Myra [IWD]
Cc

Deb, Myra and to a lesser extent me have pretty much the usual subjects memorized. No reason we cannot change language in existing codes. Deb, Devon, Myra make changes to the document Myra is circulating and let'somg I almost said "get r done." LOL

From: Lewis, Devon [IWD]
Sent: Thursday, June 27, 2013 4:03 PM
To: Wise, Debra [IWD]; Hillary, Teresa [IWD]; Baughman, Myra [IWD]
Subject: RE: APLA

I agree that the most frequent user should have the most input about organization. I've attached a rough draft copy of the ALJ Desk Manual table of contents to show an example of organization by UI topic. This code list would obviously be different so this is just for an idea...

From: Wise, Debra [IWD]
Sent: Thursday, June 27, 2013 3:55 PM
To: Hillary, Teresa [IWD]; Baughman, Myra [IWD]
Cc: Lewis, Devon [IWD]
Subject: RE: APLA

I have a list of the codes. I agree about the word Whether – it is long and unnecessary. I don't know that changing number of the statements or groupng them any differently would add anything right

now. Once you do intake a number of time – you know them by heart– For the most part the most frequent statements already at the top of the list. Added new issue statement, I agree should be grouped together I would defer to Myra, if she disagrees with me.

From: Hillary, Teresa [IWD]
Sent: Thursday, June 27, 2013 3:46 PM
To: Wise, Debra [IWD]; Baughman, Myra [IWD]
Cc: Lewis, Devon [IWD]
Subject: FW: APLA

Devon's thoughts for consideration found below.

From: Lewis, Devon [IWD]
Sent: Thursday, June 27, 2013 3:40 PM
To: Hillary, Teresa [IWD]
Subject: RE: APLA

A couple of thoughts...
Do you have a list of the current 15 items?

One thing I would suggest is changing the start of the sentence from "Whether the claimant is overpaid benefits." (or whatever the issue is) to "Is the claimant overpaid benefits?" Was the claimant discharged for job related misconduct? Did the claimant quit without good cause attributable to the employer? Is the claimant able to and available for work? Is the claimant partially unemployed? Etc. I think it's a more clear, simple, clean, shorter way of expressing issues.

It might be easiest for the person doing the worksheet entry to have issues grouped by relevance or frequency of use or some combination.

From: Hillary, Teresa [IWD]
Sent: Thursday, June 27, 2013 3:26 PM
To: Lewis, Devon [IWD]
Subject: FW: APLA

From: Hillary, Teresa [IWD]
Sent: Thursday, June 27, 2013 3:23 PM
To: Wise, Debra [IWD]
Subject: RE: APLA

Thanks. I do appreciate it. I think the Director is really trying to show the ALJ'S that we can get a 'win' that some things can change. The alj's telephone numbers went to her today at her request. Myra will have her list to you today. ADD/CHANGE ANYTHING YOU WANT. I really mean that. I'm digging through my list for odd ball stuff that we would need rarely but need.

Thanks again,

Teresa Hillary

From: Wise, Debra [IWD]
Sent: Thursday, June 27, 2013 3:20 PM
To: Hillary, Teresa [IWD]
Subject: RE: APLA

That's fine – I did not know how many eyes you wanted. Honestly, Myra's list will probably be the most thorough since she does it day in and day out. As soon as I get the list – I will work on it and make it a priority.

From: Hillary, Teresa [IWD]
Sent: Thursday, June 27, 2013 3:14 PM
To: Wise, Debra [IWD]; Baughman, Myra [IWD]; Benson, Joni [IWD]
Subject: RE: APLA

My impression was that as soon as we get this to IT, via Gary B, the Director ha said to him, do it, so it will be done. I don't want to churn and churn and churn this through so many alj's that we never get to the language we need. Let's not let us, the alj's, be the slooooooow downnnn in getting it to IT. We will still always have the FF option, so let's get what options we have been typing in going and see where we go from there. Myra is typing up the list so far and will send it to you. Deb, I am happy to let you make ANY changes you want to the language. I am telling you right now, I will agree to any language you want Deb. It's notice pleading, we can do that. I've given Myra the new language from LD re: the OP issue. We have so many options now, that we can 07, and two or more others for the OP recovery/waiver/participation issue. Myra will send out her list hopefully by end of day. Myra is off tomorrow, but will be in next week. The sooner we get the list to IT the better.

Deb, feel free to send this to any ALJ you want to critique/add/subtract from the language. The only slowdown is going to be us, the ALJ'S.

Let me know.

Thanks much

Teresa Hillary

From: Wise, Debra [IWD]
Sent: Thursday, June 27, 2013 3:02 PM
To: Hillary, Teresa [IWD]; Baughman, Myra [IWD]; Benson, Joni [IWD]
Subject: RE: APLA

I think this is a good step. My question – how long will it take IT to add the additional information after they receive it.

I would get from Myra and Joni what they want added – go over it and see if any changes are needed. Since you've kept a list and have been working on this already – you can circulate to us or just a few ALJs initially and then all aljs to see if they have any other issues they think should be added.

Can we split up vacation and severance pay into separate issues since they have different law sections

and the wrong law section is sometimes on the hearing notice. I am willing to do whatever needs to be done to get this rolling and to IT – the sooner the better.

This news definitely means we keep 07 and can add stock language for new issues we need to address, such as DUA.

From: Hillary, Teresa [IWD]

Sent: Thursday, June 27, 2013 2:15 PM

To: Baughman, Myra [IWD]; Wise, Debra [IWD]; Benson, Joni [IWD]

Subject: APLA

Some good news. At the A-C meeting today the director was there and had Gary Batteman sit with her for a few minutes. She has made it possible for us to get up to 99 stock language blocks to use when entering appeals. So, instead of our limited 15 we can now have up to 99. All we need to do is write out the language we want and get it to Gary B. She also told Devon and I that we should be reporting back to our fellow alj's at staff meetings what we are learning at these committee meetings we attend. I'm taking the advice and sharing today's new found knowledge. Joni wants to include some stock language in one of the numbers that she needs on hearing notices for pre-hearing conferences.

I think this means we can keep 07 and perhaps add more that would cover the new OP issues we've been dealing with at the alj staff meeting. Myra is going to type up the ones she really wants added. I think we should take advantage of this window and get as many as we can. What do you all think? What do you want to do? Let's move on this so we can get it implemented soon to make it easier for everyone to add appeals.

How should we do this?

Thanks much
Teresa Hillary

Message: FW: APLA**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:02 PM
 Item ID: 40861064
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **FW: APLA**

From Hillary, Teresa [IWD] **Date** Thursday, June 27, 2013
 3:46 PM
To Wise, Debra [IWD]; Baughman, Myra
 [IWD]
Cc Lewis, Devon [IWD]

Devon's thoughts for consideration found below.

From: Lewis, Devon [IWD]
Sent: Thursday, June 27, 2013 3:40 PM
To: Hillary, Teresa [IWD]
Subject: RE: APLA

A couple of thoughts...
 Do you have a list of the current 15 items?

One thing I would suggest is changing the start of the sentence from "Whether the claimant is overpaid benefits." (or whatever the issue is) to "Is the claimant overpaid benefits?" Was the claimant discharged for job related misconduct? Did the claimant quit without good cause attributable to the employer? Is the claimant able to and available for work? Is the claimant partially unemployed? Etc. I think it's a more clear, simple, clean, shorter way of expressing issues.

It might be easiest for the person doing the worksheet entry to have issues grouped by relevance or frequency of use or some combination.

From: Hillary, Teresa [IWD]

Sent: Thursday, June 27, 2013 3:26 PM
To: Lewis, Devon [IWD]
Subject: FW: APLA

From: Hillary, Teresa [IWD]
Sent: Thursday, June 27, 2013 3:23 PM
To: Wise, Debra [IWD]
Subject: RE: APLA

Thanks. I do appreciate it. I think the Director is really trying to show the ALJ'S that we can get a 'win' that some things can change. The alj's telephone numbers went to her today at her request. Myra will have her list to you today. ADD/CHANGE ANYTHING YOU WANT. I really mean that. I'm digging through my list for odd ball stuff that we would need rarely but need.

Thanks again,

Teresa Hillary

From: Wise, Debra [IWD]
Sent: Thursday, June 27, 2013 3:20 PM
To: Hillary, Teresa [IWD]
Subject: RE: APLA

That's fine – I did not know how many eyes you wanted. Honestly, Myra's list will probably be the most thorough since she does it day in and day out. As soon as I get the list – I will work on it and make it a priority.

From: Hillary, Teresa [IWD]
Sent: Thursday, June 27, 2013 3:14 PM
To: Wise, Debra [IWD]; Baughman, Myra [IWD]; Benson, Joni [IWD]
Subject: RE: APLA

My impression was that as soon as we get this to IT, via Gary B, the Director ha said to him, do it, so it will be done. I don't want to churn and churn and churn this through so many alj's that we never get to the language we need. Let's not let us, the alj's, be the sloooooow downnnn in getting it to IT. We will still always have the FF option, so let's get what options we have been typing in going and see where we go from there. Myra is typing up the list so far and will send it to you. Deb, I am happy to let you make ANY changes you want to the language. I am telling you right now, I will agree to any language you want Deb. It's notice pleading, we can do that. I've given Myra the new language from LD re: the OP issue. We have so many options now, that we can 07, and two or more others for the OP recovery/waiver/participation issue. Myra will send out her list hopefully by end of day. Myra is off tomorrow, but will be in next week. The sooner we get the list to IT the better.

Deb, feel free to send this to any ALJ you want to critique/add/subtract from the language. The only slowdown is going to be us, the ALJ'S.

Let me know.

Thanks much

Teresa Hillary

From: Wise, Debra [IWD]

Sent: Thursday, June 27, 2013 3:02 PM

To: Hillary, Teresa [IWD]; Baughman, Myra [IWD]; Benson, Joni [IWD]

Subject: RE: APLA

I think this is a good step. My question – how long will it take IT to add the additional information after they receive it.

I would get from Myra and Joni what they want added – go over it and see if any changes are needed. Since you've kept a list and have been working on this already – you can circulate to us or just a few ALJs initially and then all aljs to see if they have any other issues they think should be added.

Can we split up vacation and severance pay into separate issues since they have different law sections and the wrong law section is sometimes on the hearing notice. I am willing to do whatever needs to be done to get this rolling and to IT – the sooner the better.

This news definitely means we keep 07 and can add stock language for new issues we need to address, such as DUA.

From: Hillary, Teresa [IWD]

Sent: Thursday, June 27, 2013 2:15 PM

To: Baughman, Myra [IWD]; Wise, Debra [IWD]; Benson, Joni [IWD]

Subject: APLA

Some good news. At the A-C meeting today the director was there and had Gary Batteman sit with her for a few minutes. She has made it possible for us to get up to 99 stock language blocks to use when entering appeals. So, instead of our limited 15 we can now have up to 99. All we need to do is write out the language we want and get it to Gary B. She also told Devon and I that we should be reporting back to our fellow alj's at staff meetings what we are learning at these committee meetings we attend. I'm taking the advice and sharing today's new found knowledge. Joni wants to include some stock language in one of the numbers that she needs on hearing notices for pre-hearing conferences.

I think this means we can keep 07 and perhaps add more that would cover the new OP issues we've been dealing with at the alj staff meeting. Myra is going to type up the ones she really wants added. I think we should take advantage of this window and get as many as we can. What do you all think? What do you want to do? Let's move on this so we can get it implemented soon to make it easier for everyone to add appeals.

How should we do this?

Thanks much

Teresa Hillary

Message: FW: ANDS DECN

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:02 PM
Item ID: 40861063
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **FW: ANDS DECN**

From Hillary, Teresa [IWD] **Date** Thursday, June 27, 2013 3:47 PM
To Lewis, Devon [IWD]
Cc

Fyi

From: Wise, Debra [IWD]
Sent: Thursday, June 27, 2013 3:35 PM
To: Hillary, Teresa [IWD]
Subject: RE: ANDS DECN

I understand and concur/

From: Hillary, Teresa [IWD]
Sent: Thursday, June 27, 2013 3:33 PM
To: Wise, Debra [IWD]
Subject: RE: ANDS DECN

Joe will be talking about the ANDS decn at some point I'm sure, I just thought I would mention it to you. At the meeting today, my understanding was I was to work with you and Myra on the new language for appeals. There is no secret, anyone can work on it. But you and Myra obviously have the most input to add. There is no magic, I just want to get it done without one million e-mails about it. Myra is busy working on it now, and I keep going over to bug her to add on one more thing. Feel free to share with anyone you want....not a secret project at all. Just one that some who never do appeals entering probably aren't really interested in.

Also, the Director is having the clerical staff and Mary P attend our training on July 18. It's a good

thing.

From: Wise, Debra [IWD]
Sent: Thursday, June 27, 2013 3:29 PM
To: Hillary, Teresa [IWD]
Subject: RE: ANDS DECN

I am interested in helping with this also. I will share this with others also . How many pairs of eyes does Joy, Devon and you want doing this though?

From: Hillary, Teresa [IWD]
Sent: Thursday, June 27, 2013 3:25 PM
To: Wise, Debra [IWD]
Cc: Lewis, Devon [IWD]
Subject: ANDS DECN

Hey another thing the Director and Mike W were on at the A-C meeting was reducing the number of ANDS decn. There are going to want some ALJ input on cutting them down.

Just and fyi, share with any and all who might be interested.

Teresa Hillary

Message: FW: APLA**Case Information:**

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:02 PM
Item ID: 40861058
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **FW: APLA**

From Hillary, Teresa [IWD] **Date** Thursday, June 27, 2013 3:26 PM
To Lewis, Devon [IWD]
Cc

From: Hillary, Teresa [IWD]
Sent: Thursday, June 27, 2013 3:14 PM
To: Wise, Debra [IWD]; Baughman, Myra [IWD]; Benson, Joni [IWD]
Subject: RE: APLA

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Subject: RE: APLA

I think this is a good step. My question – how long will it take IT to add the additional information after they receive it.

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Subject: APLA

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How should we do this?

Thanks much
Teresa Hillary

Message: FW: APLA**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:02 PM
 Item ID: 40861059
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **FW: APLA**

From Hillary, Teresa [IWD] **Date** Thursday, June 27, 2013 3:26 PM
To Lewis, Devon [IWD]
Cc

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Sent: Thursday, June 27, 2013 3:23 PM
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Message: FW: APLA

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:02 PM
Item ID: 40861061
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **FW: APLA**

From Hillary, Teresa [IWD] **Date** Thursday, June 27, 2013 3:25 PM
To Lewis, Devon [IWD]
Cc

fyi

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Sent: Thursday, June 27, 2013 2:15 PM
To: Baughman, Myra [IWD]; Wise, Debra [IWD]; Benson, Joni [IWD]
Subject: APLA

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Message: ANDS DECN

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:02 PM
Item ID: 40861060
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **ANDS DECN**

From Hillary, Teresa [IWD] **Date** Thursday, June 27, 2013 3:25 PM

To Wise, Debra [IWD]

Cc Lewis, Devon [IWD]

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Just and fyi, share with any and all who might be interested.

Teresa Hillary

Message: FW: ALJ Training planning**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:02 PM
 Item ID: 40861042
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ FW: ALJ Training planning

From Hillary, Teresa [IWD] **Date** Tuesday, June 25, 2013 12:42 PM
To Lewis, Devon [IWD]
Cc

FYI

Hey I learned today from Dave E that there is a tn3270 screen that shows cont vs reimbursable. No need to go to Iowa works. It is wageC or B.

Thanks for keeping me in the loop. Have you gotten an invite to Thursday meeting? Dave asked me about it today. I plan on attending.

From: Hillary, Teresa [IWD]
Sent: Tuesday, June 25, 2013 12:23 PM
To: Walsh, Joseph [IWD]
Cc: Eklund, David [IWD]; West, Ryan [IWD]
Subject: ALJ Training planning

The training will be on July 18 in the ICN room. Each ALJ should be able to sign on to the system so that they can actually 'use' the screens they will be taught. Dave Eklund and Ryan West will be providing the training and will take any questions the ALJ's have about the screens or claims processes or the systems. We will be providing written materials for the ALJ's to take home with them. I've spoken to Devon about including the written materials in any ALJ desk manual that is produced. The training is anticipated to take about 4 hours, with the remainder of the time available for a staff meeting on that same day. They will train on the lotus notes, tn 3210 screens, ERA and ERIC so that ALJ's can find information not currently available to them.

Ryan suggested that Joni and Myra come to the training since Joni specifically has asked for more claims training and this will be a start to getting her trained to better understand the process.

I'm meeting again with them next week to make more progress on the materials and subjects to be covered. If you want anything included that is not mentioned above let me know.

Thanks much
Teresa Hillary

Message: Iowa Workforce Development Follow-Up Information**Case Information:**

Message Type: Exchange
 Message Direction: External, Outbound
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:57 PM
 Item ID: 40862422
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Iowa Workforce Development Follow-Up Information**

From Koonce, Kerry [IWD] **Date** Friday, March 21, 2014 3:09 PM
To Gay Gilbert (gilbert.gay@dol.gov); Byron Zuidema (zuidema.byron@dol.gov)
Cc Wahlert, Teresa [IWD]

 **PositionDescriptions.pdf** (429 Kb HTML)

Gay and Byron,

Here is some of the initial information you requested from Director Wahlert on today's conference call.

The position descriptions for the lead workers are attached. I have highlighted the information that covers the lead worker components for your ease of review. As you will see, the lead worker positions were put in place in July 2013. Additionally, the positions are not only merit covered, they are actually covered by the state's collective bargaining agreement as well.

"Tip Sheets"

The first one completed was the general "How to Prepare for a Fact-Finding"

<http://www.iowaworkforcedevelopment.gov/unemployment-insurance-benefits-tip-sheet-general-fact-finding-information>

The "Intoxication at Work" was the next one created

<http://www.iowaworkforcedevelopment.gov/unemployment-insurance-benefits-tip-sheet-intoxication-work>

"Refusal of Work" was next as a number of claimants expressed confusion as to when refusals had to be reported <http://www.iowaworkforcedevelopment.gov/unemployment-insurance-benefits-tip-sheet-refusal-work-or-recall>

“Absenteeism and Misconduct” was created to explain the issue more clearly

<http://www.iowaworkforcedevelopment.gov/unemployment-insurance-benefits-tip-sheet-absenteeism-and-misconduct>

“Off Duty Conduct” is the last one created as a number of cases had been brought forth in the media regarding the issue creating a lot of public confusion

<http://www.iowaworkforcedevelopment.gov/unemployment-insurance-benefits-tip-sheet-duty-conduct>

We also maintain the following resources available online and in our field offices:

Our “Facts for Workers” guide is available at <http://www.iowaworkforce.org/ui/handbook.htm>.

Additionally, when an initial claim is filed, the claimant selects whether to receive the guide electronically or in the mail.

Online filing FAQ’s for claimants <http://www.iowaworkforce.org/ui/file5.htm>

Employer handbook

The department has always tried to educate both employer and claimants on Unemployment issues. This information has been available on the web site since 2007. If you click on the PDF version, you will see that it was created by a former Chief ALJ.

<http://www.iowaworkforce.org/ui/appeals/selectissues.htm>

We’ll be providing the rest of the information early next week.

Kerry Koonce, CPM

Division Administrator, Communications & Labor Market Information

Iowa Workforce Development

1000 East Grand Avenue

Des Moines, IA 50319

T: 515-281-9646

F: 515-281-4698

C: 515-681-2230

- [Image 1](#)
- [Image 2](#)
- [Image 3](#)
- [Image 4](#)
- [Image 5](#)
- [Image 6](#)
- [Image 7](#)
- [Image 8](#)
- [Image 9](#)

Image 1

Image 2

Image 3

Image 4

Image 5

Image 6

Image 7

Image 8

Image 9

Message: RE: Sioux City/Spencer IP Route Week of 9/23/13 to 9/27/13**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:15 PM
 Item ID: 40861473
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Sioux City/Spencer IP Route Week of 9/23/13 to 9/27/13

From: Hillary, Teresa [IWD] **Date:** Tuesday, August 27, 2013 8:54 AM
To: Mormann, Marlon [IWD]
Cc: Wahlert, Teresa [IWD]



Marlon,

When a road trip is scheduled it is expected that the ALJ will be at the venue or venues for the entire week if necessary. You are only scheduled for three of the five possible days. I cannot tell Joni not to add any more cases to Sioux City/Spencer knowing that the next time an ALJ will be there is in January 2014. Pls let the Director know why you think September 26 and 27 should not be scheduled for hearings in Spence or Sioux City.

Thanks much,

Teresa K. Hillary

Iowa Workforce Development
 1000 E Grand Avenue
 Des Moines IA 50319

Phone: 515.725.2683
 FAX: 515.242.5144

From: Benson, Joni [IWD]
Sent: Tuesday, August 27, 2013 8:05 AM
To: Hillary, Teresa [IWD]
Subject: FW: Sioux City/Spencer IP Route Week of 9/23/13 to 9/27/13

FYI

From: Mormann, Marlon [IWD]
Sent: Tuesday, August 27, 2013 7:54 AM
To: Benson, Joni [IWD]
Cc: Alexander, Marty [IWD]
Subject: RE: Sioux City/Spencer IP Route Week of 9/23/13 to 9/27/13

Joni, this is the worst week in the history of Appeals. I am very reluctant to do this schedule, please don't add anything.

September 23, 2013

1. 10am 13A-UI-08430; Alavez v. Interbake Foods
 2. 11am 13A-UI-08988; Suing v. Vonnahme Law PC
 3. 1pm 13A-UI-08493; Christiansen v. L.A. Carlson Contracting
 4. 2pm 13A-UI-05503-MT; Heaton v. Jones Eye Center
 5. 3pm 13A-UI-08282; Heldenbrand v. GIPH Restaurants **(needs a sign language interpreter) I need a date/time ASAP so I can line one up.**
1. September 24
2. 8am 13A-UI-06806; Jasman v. Hughes A. Bagley Inc
 3. 9am 13A-UI-06923; Lerdal v. Oakhill Assisted Living
 4. 10am 13A-UI-08860; Jones (1-party)
 5. 1030am 13A-UI-06124; Peterson (1-party)
 6. 11am 13A-UI-05484; Greene (1-party)
 7. 12 noon 13A-UI-02365-H (IP); Borrall v. SHIP (attorney) - Bonny said on the file (Do not schedule until CL Atty writes and says they are ready; may need an entire day)

HUGE FILE **Need to call the atty, need contact info please.**

Spencer,

September, 25, 2013

- 8am 13A-UI-08141; Minniefiled v. Quality Prossessing SVCS
- 1. 9am 13A-UI-06994-LT; Rosenboom v. Dyno Oil Co
- 2. 10am 13A-UI-05558; McCune v. Arts Way MFG CO
- 3. 11pm 13A-UI-06008; Manzer v. Longhouse Northshire LTD
- 4. 12pm 13A-UI-08826; Brown v. Schultz & Green
- 1pm 13A-UI-09103; Barnett v. Casey's
- 2pm 13A-UI-03564-S2T; Harmelink v. Pure Fishing (subp req for 3 witnesses; need date and time before I can send out; will scan to you for approval)

Marlon Mormann, Administrative Law Judge
515-265-3512

From: Benson, Joni [IWD]
Sent: Monday, August 26, 2013 11:35 AM
To: Mormann, Marlon [IWD]
Cc: Alexander, Marty [IWD]
Subject: Sioux City/Spencer IP Route Week of 9/23/13 to 9/27/13


Marlon – here are the upcoming hearings for Sioux City and Spencer.

Marty – please do the insides of the files AND send out any exhibits attached to the files. The files are ready and on my counter. Thanks☺

Sioux City:

Spencer:

Joni K. Benson
Iowa Workforce Development – UI Appeals
1000 E. Grand
Des Moines IA 50319
Phone: 515.281.8484
FAX: 515.242.5144
joni.benson@iwd.iowa.gov

 BE GREEN – Please consider the environment before printing this e-mail.

Message: RE: Unemployment Law Presentation 9/4 or 11/6**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:15 PM
 Item ID: 40861469
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Unemployment Law Presentation 9/4 or 11/6

From Hillary, Teresa [IWD] **Date** Monday, August 26, 2013 12:08 PM
To Olivencia, Nicholas [IWD]; Lewis, Devon [IWD]; Wise, Steve [IWD]
Cc Wilkinson, Michael [IWD]; Eklund, David [IWD]; West, Ryan [IWD]; Benson, Joni [IWD]

 image001.jpg (8 Kb HTML)  image003.jpg (9 Kb HTML)

Joni has already added this to the AU staff meeting agenda on September 6. We will have someone assigned then and they will follow up with Ms. Mellinger.

Thanks much,

Teresa K. Hillary
 Iowa Workforce Development
 1000 E Grand Avenue
 Des Moines IA 50319

Phone: 515.725.2683
 FAX: 515.242.5144

From: Olivencia, Nicholas [IWD]
Sent: Monday, August 26, 2013 12:01 PM
To: Hillary, Teresa [IWD]; Lewis, Devon [IWD]; Wise, Steve [IWD]
Cc: Wilkinson, Michael [IWD]; Eklund, David [IWD]; West, Ryan [IWD]
Subject: FW: Unemployment Law Presentation 9/4 or 11/6

Presentation team, below please find the presentation request from Ann Mellinger. I spoke with her on the phone. She is looking for a seasoned judge who can give employers advice on how to avoid pitfalls, and stories/examples of experiences from the AU's. Below is what she sent me. Thank you.

Nick

From: Ann Mellinger [<mailto:AMellinger@Silgancontainers.com>]
Sent: Friday, August 23, 2013 8:26 AM
To: Olivencia, Nicholas [IWD]
Subject: RE: Unemployment Law Presentation 9/4 or 11/6

Hi Nick,

I went ahead and scheduled another speaker for September 4th. Please let me know if you have any luck finding a judge or knowledgeable person to present on 11/6. I am also open to the first Wednesday of the month on several of months in 2014. Joe was our favorite speaker and I would really like to find a replacement. I'm flexible on the date. I just need to set it up in advance, so I can submit an approval for recertification hours.

From: Ann Mellinger
Sent: Thursday, August 08, 2013 3:41 PM
To: Olivencia, Nicholas [IWD]
Subject: Unemployment Law Presentation 9/4 or 11/6

I would like to have the presentation on 9/4, but 11/6 might be a possibility. I will check to see if the November speaker and swap if needed. Attached is the form MVHRA completed for recertification credit. Below is the info from our website. We are looking for a seasoned professional who is educated in unemployment cases. We prefer a judge that can provide examples and stories that illustrate how to avoid pitfalls and present a great case.

Thanks so much,

Ann L. Mellinger, MBA, SPHR
 Human Resources Representative
 Silgan Containers
 2326 263rd Avenue
 Fort Madison, IA 52627cl
 (319) 372-8491 Ext. 4711

September 4, 2013

**Employer Strategies for Unemployment Appeals:
Avoid the Pitfalls & Present the Best Case Possible**

Presented by Joe Walsh
Chief Administrative Law Judge,
IWD Unemployment Insurance Appeals Bureau

 Joseph Walsh

Joe Walsh will provide MVHRA members with strategies for presenting the best case possible during their unemployment appeals, as well as avoiding many of the most common pitfalls. Joe will give a brief overview of how the Appeals process works, including a big picture overview of the unemployment insurance system in the United States. He will provide guidance and practice tips for how parties in an unemployment case can best prepare for a hearing and communicate effectively.

Joe will share the latest information regarding substantive legal standards in unemployment cases, including defining misconduct and quits for "good cause attributable to the employer. Learning is enhanced by Joe's ability to focus on the mistakes of other parties in unemployment cases.

MVHRA members will have the unique opportunity to ask Joe specific questions and receive a response containing a more in-depth analysis of unemployment law legal issues.

Joe graduated from Drake University Law School with Honors in 1996. He worked in private practice from 1996-2007 for a premier labor law firm in Des Moines. He practiced primarily in labor and employment law and workers' compensation litigation and earned the position of partner. In 2007 Joe was appointed to the position of Deputy Director of Iowa Workforce Development where he served from 2007 to 2010 where he earned the honor of Administrator of the Year. In January 2011, Joe accepted the position of Chief Administrative Law Judge for the Unemployment Appeals Bureau where he has focused on improving case processing times.

From: Olivencia, Nicholas [IWD] [<mailto:Nicholas.Olivencia@iwd.iowa.gov>]

Sent: Thursday, August 08, 2013 3:24 PM

To: Ann Mellinger

Subject: Hello

Nicholas S. J. Olivencia
Legal Counsel
Unemployment Insurance Services Division
1000 East Grand Avenue
Des Moines, Iowa 50319-0209
Phone: 515-281-3875
Cell: 515-777-0458
Fax: 515-281-7695
Nicholas.olivencia@iwd.iowa.gov

Message: RE: Unemployment Law Presentation 9/4 or 11/6**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:15 PM
 Item ID: 40861468
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Unemployment Law Presentation 9/4 or 11/6

From Hillary, Teresa [IWD] **Date** Monday, August 26, 2013 11:59 AM
To Adams, Lori [IWD]
Cc Wilkinson, Michael [IWD]; Lewis, Devon [IWD]; Wise, Steve [IWD]; Eklund, David [IWD]; West, Ryan [IWD]; Benson, Joni [IWD]; Wahlert, Teresa [IWD]

 (3 Kb HTML)  (8 Kb HTML)  (9 Kb HTML)

I would guess then Nick that you could send any requests you get to any member of the team and we will find someone to cover the presentation. Both Devon and Steve are on vacation this week. There is plenty of time to cover the one in November. Joni will add it to the AU staff meeting agenda on September 6 and we will get an AU volunteer at that time. When an AU is assigned to cover the request Joni will update the calendar on who is making the presentation and when. It's too bad you did not forward the request you got on August 8 sooner, I'm sure we could have obtained an AU to be at the meeting on September 4. We have James Timberland making a presentation in Burlington that same day.

Thanks much,

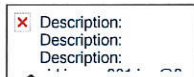
Teresa K. Hillary
 Iowa Workforce Development
 1000 E Grand Avenue
 Des Moines IA 50319

Phone: 515.725.2683
 FAX: 515.242.5144

From: Adams, Lori [IWD]
Sent: Monday, August 26, 2013 11:51 AM
To: Olivencia, Nicholas [IWD]; Hillary, Teresa [IWD]
Subject: RE: Unemployment Law Presentation 9/4 or 11/6

We just got one and it met on Friday for the first time. Members include me, Mike Wilkinson, Devon Lewis, Steve Wise, Teresa Hillary, Dave Eklund, and Ryan West.

Lori Adams, CPM
 Division Administrator/Workforce Services
 Iowa Workforce Development
 1000 East Grand Avenue
 Des Moines, IA 50319
 Phone: (515) 281-9322
 Cell: (515) 418-5058
 Email: lori.adams@iwd.iowa.gov



 Please consider the environment before printing this e-mail.

From: Olivencia, Nicholas [IWD]
Sent: Monday, August 26, 2013 11:47 AM
To: Hillary, Teresa [IWD]; Adams, Lori [IWD]
Subject: RE: Unemployment Law Presentation 9/4 or 11/6

Hi Lori, who is on the presentation team, I am happy to forward on to them. I have never heard that we had a presentation team before.

From: Hillary, Teresa [IWD]
Sent: Monday, August 26, 2013 11:44 AM
To: Adams, Lori [IWD]
Cc: Olivencia, Nicholas [IWD]
Subject: FW: Unemployment Law Presentation 9/4 or 11/6

Got this from Nick O. Shouldn't this go through the presentation team?

Thanks much,

Teresa K. Hillary
Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

From: Olivencia, Nicholas [IWD]
Sent: Monday, August 26, 2013 11:40 AM
To: Hillary, Teresa [IWD]
Subject: FW: Unemployment Law Presentation 9/4 or 11/6

Teresa, I spoke with Ann Mellinger. She is looking for a judge to do a presentation to a employers on 11/6. Who should I be sending this to?

From: Ann Mellinger [<mailto:AMellinger@Silgancontainers.com>]
Sent: Friday, August 23, 2013 8:26 AM
To: Olivencia, Nicholas [IWD]
Subject: RE: Unemployment Law Presentation 9/4 or 11/6

Hi Nick,

I went ahead and scheduled another speaker for September 4th. Please let me know if you have any luck finding a judge or knowledgeable person to present on 11/6. I am also open to the first Wednesday of the month on several of months in 2014. Joe was our favorite speaker and I would really like to find a replacement. I'm flexible on the date. I just need to set it up in advance, so I can submit an approval for recertification hours.

From: Ann Mellinger
Sent: Thursday, August 08, 2013 3:41 PM
To: Olivencia, Nicholas [IWD]
Subject: Unemployment Law Presentation 9/4 or 11/6

I would like to have the presentation on 9/4, but 11/6 might be a possibility. I will check to see if the November speaker and swap if needed. Attached is the form MVHRA completed for recertification credit. Below is the info from our website. We are looking for a seasoned professional who is educated in unemployment cases. We prefer a judge that can provide examples and stories that illustrate how to avoid pitfalls and present a great case.

Thanks so much,

Ann L. Mellinger, MBA, SPHR
Human Resources Representative
Silgan Containers
2326 263rd Avenue
Fort Madison, IA 52627cl
(319) 372-8491 Ext. 4711

September 4, 2013

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Presented by Joe Walsh
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IWD Unemployment Insurance Appeals Bureau

 Joseph Walsh

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From: Olivencia, Nicholas [IWD] [<mailto:Nicholas.Olivencia@iwd.iowa.gov>]
Sent: Thursday, August 08, 2013 3:24 PM

To: Ann Mellinger
Subject: Hello

Nicholas S. J. Olivencia
Legal Counsel
Unemployment Insurance Services Division
1000 East Grand Avenue
Des Moines, Iowa 50319-0209
Phone: 515-281-3875
Cell: 515-777-0458
Fax: 515-281-7695
Nicholas.olivencia@iwd.iowa.gov

Message: FW: Meeting with Director**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:10 PM
 Item ID: 40861283
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **FW: Meeting with Director**

From Lewis, Devon [IWD] **Date** Friday, August 09, 2013 12:18 PM
To Hillary, Teresa [IWD]
Cc

From: Seeck, Vicki [IWD]
Sent: Tuesday, August 06, 2013 10:01 AM
To: Lewis, Devon [IWD]
Subject: RE: Meeting with Director

She asked me to develop what she called a "tip sheet" that can be posted on the web page for employers and claimants on two topics: attendance and drug testing. She asked that this be done in the next six months but I am hoping to have a draft to her within two weeks on both topics. Because I have to do these tip sheets, I thought I could also do the preparation work for the training for fact finders on these two topics. She emphasized that she realizes each case will be decided on the facts of that case but she does believe that we can issue some general guidance that is accessible for the public. She said these two topics come up often when she talks to employer groups.

Right now I am in a rough patch with having IPs in Cedar Rapids and then six days of IPs in Davenport. So far none of the cases have been easy. I mentioned to her that time expectations can be affected by IPs and travel to venues. She said that she completely understands and she realizes that there may be weeks when those standards cannot be met. She amended my PDQ to specifically state this. I don't know if you know this or not, but I go to CR once a month (this month it is two days) to help with the backlog in this venue. She was very interested in why parties want IP hearings and what cases are the most time consuming. I told her that interpreted hearings are often longer than usual and she said that she wants to have a fuller discussion on interpreted cases. I believe she mentioned that issue as something for an upcoming staff meeting.

Let me know if you need anything else.

Vicki

From: Lewis, Devon [IWD]
Sent: Tuesday, August 06, 2013 9:13 AM
To: Seeck, Vicki [IWD]
Subject: RE: Meeting with Director

Thanks for the info, Vicki. What are the other two projects if I may ask? Don't be afraid to say "when" if you've got more on your plate than you can handle. She also told me that some things will just not get done as fast as we might like. Decisions are first priority. Thank you for your invaluable work, insight and input. They are greatly appreciated. I will note your issue training preferences.

Devon

From: Seeck, Vicki [IWD]
Sent: Tuesday, August 06, 2013 8:58 AM
To: Lewis, Devon [IWD]
Subject: Meeting with Director

Welcome back,

I had my performance evaluation with the director last Thursday. One of the topics we discussed was the desk manual. I told her it was a work in progress but that we had the format and the table of contents. I told her that you had developed the format and that we were both contributing chapters as we had time. She asked for a copy of a sample page and the table of contents. I have emailed both of them to her per her request. I also told her that I thought it was more than a two person project. She has given me two additional projects that she wants done and I am working on those.

I also told her that James and I were going to do the training on drug cases. I haven't talked to James yet, but my idea is that he will present 730.5 and I will do the DOT cases. I have had several of those cases recently. We will try to use Lynette's excellent worksheet in the presentation. I told the director I did not know your training schedule. Another topic I am willing to present is on attendance cases, particularly the relationship between an employer's attendance policy and misconduct and current act of misconduct.

Let me know if you have any questions.

Vicki

Message: FW: Meeting with Director

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:10 PM
Item ID: 40861282
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **FW: Meeting with Director**

From Lewis, Devon [IWD] **Date** Friday, August 09, 2013 12:18 PM
To Hillary, Teresa [IWD]
Cc

From: Seeck, Vicki [IWD]
Sent: Tuesday, August 06, 2013 8:58 AM
To: Lewis, Devon [IWD]
Subject: Meeting with Director

Welcome back,

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Let me know if you have any questions.

Vicki

Message: FW: 871 IAC 24.50.(7) I'm wondering why this code section is on all my hearing notices**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:15 PM
 Item ID: 40861448
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ FW: 871 IAC 24.50.(7) I'm wondering why this code section is on all my hearing notices

From: Hillary, Teresa [IWD] **Date:** Thursday, August 22, 2013 10:34 AM
To: Wise, Steve [IWD]
Cc: Lewis, Devon [IWD]; Wise, Debra [IWD]

fyi

From: Baughman, Myra [IWD]
Sent: Thursday, August 22, 2013 10:32 AM
To: Hillary, Teresa [IWD]
Subject: RE: 871 IAC 24.50.(7) I'm wondering why this code section is on all my hearing notices

Because this is the code that Steve listed to use.

From: Hillary, Teresa [IWD]
Sent: Thursday, August 22, 2013 10:30 AM
To: Baughman, Myra [IWD]; Wise, Debra [IWD]
Subject: FW: 871 IAC 24.50.(7) I'm wondering why this code section is on all my hearing notices

Why are these on the hearing notices.

From: Ackerman, Susan [IWD]
Sent: Thursday, August 22, 2013 10:21 AM
To: Shroyer, Paula [IWD]; Scott, Cheryl [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]; Wise, Debra [IWD]; Wise, Steve [IWD]; Alexander, Marty [IWD]; Anderson, Donnell [IWD]; Baughman, Myra [IWD]; Benson, Joni [IWD]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]
Subject: FW: 871 IAC 24.50.(7) I'm wondering why this code section is on all my hearing notices

Maybe I'm missing something but this statute applies only to claimant's **waivers of overpayments of temporary extended unemployment compensation.**

From what I can see, this has nothing to do with our new issues regarding waivers resulting from the lack of employer participation.

It's on almost every case with the 96.3-7(B) and most of these claimants haven't received temporary extended benefits.

REFERENCE CODE 229

871 IAC 24.50(7) provides:

Waiver of overpayments.

a. Individuals who have received amounts of temporary extended unemployment compensation to which they were not entitled shall be required to repay the amounts of such temporary extended unemployment compensation except that the state repayment may be waived if the workforce development department determines that:

- (1) The payment of such temporary extended unemployment compensation was without fault on the part of the individual; and
- (2) Such repayment would be contrary to equity and good conscience.

b. In determining whether fault exists, the following factors shall be considered:

- (1) Whether a material statement or representation was made by the individual in connection with the application for temporary extended unemployment compensation that resulted in the overpayment and whether the individual knew or should have known that the statement or representation was inaccurate.
- (2) Whether the individual failed or caused another to fail to disclose a material fact in connection with an application for temporary extended unemployment compensation that resulted in the overpayment and whether the individual knew or should have known that the fact was material.
- (3) Whether the individual knew or could have been expected to know that the individual was not entitled to the temporary extended unemployment compensation payment.
- (4) Whether, for any other reason, the overpayment resulted directly or indirectly, and partially or totally, from any act or omission of the individual or of which the individual had knowledge and which was erroneous or inaccurate or otherwise wrong.

c. In determining whether equity and good conscience exist, the following factors shall be considered:

- (1) Whether the overpayment was the result of a decision on appeal;
 - (2) Whether the state agency had given notice to the individual that the individual may be required to repay the overpayment in the event of a reversal of the eligibility determination on appeal; and
 - (3) Whether recovery of the overpayment will cause financial hardship to the individual.
- This rule is intended to implement Iowa Code sections 96.11 and 96.29.

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

From: Hillary, Teresa [IWD]

Sent: Thursday, August 30, 2012 10:22 AM

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

Subject: 871 IAC 24.50.(7)

All. I keep putting in the wrong waiver section. The correct one is 871 IAC 24.50(7). Waiver of Overpayments.

Message: RE: Tony Steever**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:15 PM
 Item ID: 40861459
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Tony Steever

From Hillary, Teresa [IWD] **Date** Friday, August 23, 2013 2:21 PM
To Lewis, Devon [IWD]
Cc

 **image001.png** (33 Kb HTML)

Hey, Myra brought me this just a second ago, it's entered and the correct address is on the hearing notice, but timeliness is an issue on the hearing notice. I will watch to see which alj get it. Timeliness should not be a problem as it was sent to the wrong address.

From: Williams, Danielle [mailto:DWilliams@tpicomposites.com]
Sent: Friday, August 23, 2013 2:01 PM
To: Lewis, Devon [IWD]; Wilkinson, Michael [IWD]
Cc: Hillary, Teresa [IWD]
Subject: RE: Tony Steever

That would be great- thanks!

From: Lewis, Devon [IWD] [mailto:Devon.Lewis@iwd.iowa.gov]
Sent: Friday, August 23, 2013 1:11 PM
To: Wilkinson, Michael [IWD]; Williams, Danielle
Cc: Hillary, Teresa [IWD]
Subject: RE: Tony Steever

Thanks for the heads up, Mike.
 Ms. Williams,

I will have the scheduling clerk set this as an appeal and include this e-mail chain if you would like since you did not get the representative's decision.

Devon M. Lewis
 Administrative Law Judge
 Iowa Workforce Development
 1000 E Grand Ave
 Des Moines IA 50319-0209
 515.281.3747
 800.532.1483
devon.lewis@iwd.iowa.gov

 BE GREEN – Please consider the environment before printing this e-mail.

NOTICE: This e-mail (including attachments) is covered by the Electronic Communications Privacy Act, 18 USC §§ 2510-2521, is confidential and may be legally privileged. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and then delete it. Thank you.

From: Wilkinson, Michael [IWD]
Sent: Thursday, August 22, 2013 1:42 PM
To: 'Williams, Danielle'
Cc: Lewis, Devon [IWD]; Hillary, Teresa [IWD]
Subject: RE: Tony Steever

Danielle, Tony Steevers (xxx-xx-1450) was allowed benefits. However I can tell from the date on the decision (8-2-13) that it was likely sent to the wrong address. Please send your letter of appeal and reference this note.

From: Williams, Danielle [mailto:DWilliams@tpicomposites.com]
Sent: Thursday, August 22, 2013 1:36 PM
To: Wilkinson, Michael [IWD]
Subject: Tony Steever
Importance: High

Can you tell me if Tony Steever was approved for benefits? I didn't receive an answer on the call.



Note: This message and any attachments is intended solely for the use of the individual or entity to which it is addressed and may contain information that is non-public, proprietary, legally privileged, confidential, and/or exempt from disclosure. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this communication in error, please notify the original sender immediately by telephone or return email and destroy or delete this message along with any attachments immediately.

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Message: RE: Joe Walsh ECI presentations

Case Information:

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:09 PM
 Item ID: 40861278
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Joe Walsh ECI presentations

From Lewis, Devon [IWD] **Date** Thursday, August 08, 2013 12:42 PM
To Adams, Lori [IWD]; Benson, Joni [IWD]; Wise, Steve [IWD]; Hillary, Teresa [IWD]
Cc Morgan, Carol [IWD]; Nice, Terence [IWD]

I don't and will check with Teresa when she returns to see if she recalls anything when we cleaned out his office.

From: Adams, Lori [IWD]
Sent: Thursday, August 08, 2013 12:12 PM
To: Lewis, Devon [IWD]; Benson, Joni [IWD]; Wise, Steve [IWD]; Hillary, Teresa [IWD]
Cc: Morgan, Carol [IWD]; Nice, Terence [IWD]
Subject: FW: Joe Walsh ECI presentations

See request below from Carol on behalf of Terry. Does anyone have Joe's presentation materials?

Lori Adams, CPM

Division Administrator/Workforce Services
 Iowa Workforce Development
 1000 East Grand Avenue
 Des Moines, IA 50319
 Phone: (515) 281-9322
 Cell: (515) 418-5058
 Email: lori.adams@iwd.iowa.gov

Description:
 Description:
 Description:



From: Morgan, Carol [IWD]
Sent: Thursday, August 08, 2013 12:11 PM
To: Adams, Lori [IWD]
Subject: RE: Joe Walsh ECI presentations

Terry has requested copies of Joe's presentation if someone does have that?

Carol Morgan PHR | Business Marketing/Employer Relations
 IowaWORKS Loess Hills | 300 West Broadway, STE 13, Council Bluffs, IA 51503
 p (712) 242.2131 | f (712) 242.2148
carol.morgan@iwd.iowa.gov | www.iowaworkforce.org

Description: IowaWorks logo - LH copy

From: Adams, Lori [IWD]
Sent: Thursday, August 08, 2013 8:21 AM
To: Morgan, Carol [IWD]
Subject: RE: Joe Walsh ECI presentations

Thanks Carol. Terry will do a great job.

Lori Adams, CPM

Division Administrator/Workforce Services
 Iowa Workforce Development
 1000 East Grand Avenue
 Des Moines, IA 50319
 Phone: (515) 281-9322
 Cell: (515) 418-5058
 Email: lori.adams@iwd.iowa.gov



From: Morgan, Carol [IWD]
Sent: Thursday, August 08, 2013 8:15 AM
To: Adams, Lori [IWD]
Subject: RE: Joe Walsh ECI presentations

Yes I do but have found a substitute.

Joe was scheduled to do his presentation on Oct 9th here in CB and Terry Nice, the ALJ here in CB has agreed to do the presentation.

Carol Morgan PHR | Business Marketing/Employer Relations
 IowaWORKS Loess Hills | 300 West Broadway, STE 13, Council Bluffs, IA 51503
 p (712) 242.2131 | f (712) 242.2148
carol.morgan@iwd.iowa.gov | www.iowaworkforce.org

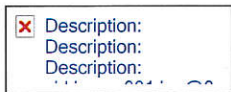


From: Adams, Lori [IWD]
Sent: Thursday, August 08, 2013 7:45 AM
To: Murray, Peggy [IWD]; Andrade, Jennifer [IWD]; Becker, Robert [IWD]; Nelson-Schoon, Catherine [IWD]; Sanchez, Arturo [IWD]; Hodges-Harmon, Debra [IWD]; Vaughn, Sherri [IWD]; Rempfer, Doug [IWD]; Holloway, Mark [IWD]; Mather, Scott [IWD]; Immerfall, Craig [IWD]; Jones, Marlys [IWD]; Stevens, Corey [IWD]; Murad, Jonathan [IWD]; Morgan, Carol [IWD]; Waigand, Elizabeth [IWD]; Noe, Brenda [IWD]; Fox, Debra [IWD]
Subject: Joe Walsh ECI presentations

Did any of you have a presentation on UI appeals scheduled with Joe Walsh through ECI in your regions yet this year? The director needs to know so she can make alternate arrangements for you. Just send me the location, date, time and topic he agreed to as soon as possible. Thanks!

Lori Adams, CPM

Division Administrator/Workforce Services
 Iowa Workforce Development
 1000 East Grand Avenue
 Des Moines, IA 50319
 Phone: (515) 281-9322
 Cell: (515) 418-5058
 Email: lori.adams@iwd.iowa.gov



Message: RE: Joe Walsh ECI presentations**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:09 PM
 Item ID: 40861277
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Joe Walsh ECI presentations

From Lewis, Devon [IWD] **Date** Thursday, August 08, 2013 12:39 PM
To Benson, Joni [IWD]; Hillary, Teresa [IWD]
Cc

 [image001.jpg](#) (3 Kb HTML)  [image002.jpg](#) (4 Kb HTML)

Not that I specifically recall. I have a disc of powerpoint presentations but it looks like it's about internal stuff about safety, etc.

From: Benson, Joni [IWD]
Sent: Thursday, August 08, 2013 12:24 PM
To: Lewis, Devon [IWD]; Hillary, Teresa [IWD]
Subject: RE: Joe Walsh ECI presentations

I do believe that there was some of that information in Joe's things. Do you remember that Teresa/Devon?

From: Adams, Lori [IWD]
Sent: Thursday, August 08, 2013 12:12 PM
To: Lewis, Devon [IWD]; Benson, Joni [IWD]; Wise, Steve [IWD]; Hillary, Teresa [IWD]
Cc: Morgan, Carol [IWD]; Nice, Terence [IWD]
Subject: FW: Joe Walsh ECI presentations

See request below from Carol on behalf of Terry. Does anyone have Joe's presentation materials?

Lori Adams, CPM

Division Administrator/Workforce Services
 Iowa Workforce Development
 1000 East Grand Avenue
 Des Moines, IA 50319
 Phone: (515) 281-9322
 Cell: (515) 418-5058
 Email: lori.adams@iwd.iowa.gov



From: Morgan, Carol [IWD]
Sent: Thursday, August 08, 2013 12:11 PM
To: Adams, Lori [IWD]
Subject: RE: Joe Walsh ECI presentations

Terry has requested copies of Joe's presentation if someone does have that?

Carol Morgan PHR | Business Marketing/Employer Relations
 IowaWORKS | Loess Hills | 300 West Broadway, STE 13, Council Bluffs, IA 51503
 p (712) 242.2131 | f (712) 242.2148
carol.morgan@iwd.iowa.gov | www.iowaworkforce.org

Description: IowaWorks logo - LH copy

From: Adams, Lori [IWD]
Sent: Thursday, August 08, 2013 8:21 AM
To: Morgan, Carol [IWD]
Subject: RE: Joe Walsh ECI presentations

Thanks Carol. Terry will do a great job.

Lori Adams, CPM

Division Administrator/Workforce Services
Iowa Workforce Development
1000 East Grand Avenue
Des Moines, IA 50319
Phone: (515) 281-9322
Cell: (515) 418-5058
Email: lori.adams@iwd.iowa.gov

Description: Description: Description:



From: Morgan, Carol [IWD]
Sent: Thursday, August 08, 2013 8:15 AM
To: Adams, Lori [IWD]
Subject: RE: Joe Walsh ECI presentations

Yes I do but have found a substitute.

Joe was scheduled to do his presentation on Oct 9th here in CB and Terry Nice, the ALJ here in CB has agreed to do the presentation.

Carol Morgan PHR | Business Marketing/Employer Relations
IowaWORKS Loess Hills | 300 West Broadway, STE 13, Council Bluffs, IA 51503
p (712) 242.2131 | f (712) 242.2148
carol.morgan@iwd.iowa.gov | www.iowaworkforce.org

Description: IowaWorks logo - LH copy

From: Adams, Lori [IWD]
Sent: Thursday, August 08, 2013 7:45 AM
To: Murray, Peggy [IWD]; Andrade, Jennifer [IWD]; Becker, Robert [IWD]; Nelson-Schoon, Catherine [IWD]; Sanchez, Arturo [IWD]; Hodges-Harmon, Debra [IWD]; Vaughn, Sherri [IWD]; Rempfer, Doug [IWD]; Holloway, Mark [IWD]; Mather, Scott [IWD]; Immerfall, Craig [IWD]; Jones, Marlys [IWD]; Stevens, Corey [IWD]; Murad, Jonathan [IWD]; Morgan, Carol [IWD]; Waigand, Elizabeth [IWD]; Noe, Brenda [IWD]; Fox, Debra [IWD]
Subject: Joe Walsh ECI presentations

Did any of you have a presentation on UI appeals scheduled with Joe Walsh through ECI in your regions yet this year? The director needs to know so she can make alternate arrangements for you. Just send me the location, date, time and topic he agreed to as soon as possible. Thanks!

Lori Adams, CPM

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1000 East Grand Avenue
Des Moines, IA 50319
Phone: (515) 281-9322
Cell: (515) 418-5058
Email: lori.adams@iwd.iowa.gov

Description: Description: Description:



Message: RE: Modification to Notice of Fact Finding**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:14 PM
 Item ID: 40861440
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

RE: Modification to Notice of Fact Finding

From Hillary, Teresa [IWD] **Date** Wednesday, August 21, 2013 3:37 PM
To Wilkinson, Michael [IWD]; Wise, Steve [IWD]; Lewis, Devon [IWD]
Cc

 (1 Kb HTML)  (1 Kb HTML)  (1 Kb HTML)  (1 Kb HTML)  (1 Kb HTML)
 (1 Kb HTML)

The only issue that jumped out to me was the boxed paragraph that tells a party that if they cannot participate, they can submit a written statement. How many of them are going to think that a written statement is ok and will count as participation because of that. Just my thoughts. I like how easy to find the 'box' is for participation on FF.

Thanks for the chance to review it,

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: Wednesday, August 21, 2013 2:09 PM
To: Wise, Steve [IWD]; Lewis, Devon [IWD]; Hillary, Teresa [IWD]
Subject: FW: Modification to Notice of Fact Finding

FYI, comments?

From: Johnson, Brei [IWD]
Sent: Wednesday, August 21, 2013 1:16 PM
To: Wilkinson, Michael [IWD]
Cc: Eklund, David [IWD]; West, Ryan [IWD]; Boten, Brenda [IWD]
Subject: RE: Modification to Notice of Fact Finding

Good Morning Mike,
 Please review the attached PDF documents that now have your below requested change.
 Note: Both attachments have your requested change but one is completely fillable and one is not (per your request one version does not have the new edited part fillable). It was easy for me to just go ahead and make that part fillable since I was already in there reformatting the fillable fields anyway so that's why for one version I went ahead and made it fillable.
 Let me know if this edit is acceptable or if there are any additional changes needed. When approved/complete what needs to happen to this form and if there is anything further needed from me (i.e. who needs/uses it? does it need to be updated or posted anywhere?)

Thanks,

Brei Johnson

Marketing Communications Specialist
 Communications Bureau

1000 East Grand Avenue
 Des Moines, IA 50319
 Phone: 515-281-8102
 Fax: 515-281-4698
www.iowaworkforce.org

From: Wilkinson, Michael [IWD]
Sent: Wednesday, August 21, 2013 9:02 AM
To: Johnson, Brei [IWD]
Cc: Eklund, David [IWD]; West, Ryan [IWD]; Boten, Brenda [IWD]
Subject: Modification to Notice of Fact Finding

Brei, per our discussion, could you add something like this (below) to the bottom of the notice of Fact Finding? Just need a box the staff person can check; not fillable at this point.

Yes No Not Applicable Did the employer meet the standards of participation per Iowa Code 96.3(7)b?

Message: RE: Julie's Waterloo trip October 14 - 18

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:14 PM
Item ID: 40861401
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ RE: Julie's Waterloo trip October 14 - 18

From Hillary, Teresa [IWD] **Date** Tuesday, August 20, 2013 8:54 AM
To Lewis, Devon [IWD]
Cc Benson, Joni [IWD]

No do not change it yet

I do not want it to look like we are replacing Julie that road trip is six weeks out
I will hear from an alj that I'm replacing her if six weeks out her road trips are taken away.

From: Lewis, Devon [IWD]
Sent: Tuesday, August 20, 2013 8:43 AM
To: Hillary, Teresa [IWD]
Cc: Benson, Joni [IWD]
Subject: RE: Julie's Waterloo trip October 14 - 18

Go ahead and put me down for it. If she returns before then she can have it back.

From: Hillary, Teresa [IWD]
Sent: Tuesday, August 20, 2013 8:07 AM
To: Lewis, Devon [IWD]
Cc: Benson, Joni [IWD]
Subject: RE: Julie's Waterloo trip October 14 - 18

Thanks for being on the ball, I did not even notice it. Do you want to take it? If so, YES. LOL I'll cc this to Joni for planning purposes. My hope is Julie will be back by then, but I've not heard anything.

From: Lewis, Devon [IWD]
Sent: Monday, August 19, 2013 9:24 PM
To: Hillary, Teresa [IWD]
Subject: Julie's Waterloo trip October 14 - 18

Do you want me to take Julie's road trip? That would make two for me this year.

Devon



BE GREEN – Please consider the environment before printing this e-mail.

Message: RE: Misconduct general information Tip Sheet**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:13 PM
 Item ID: 40861384
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE: Misconduct general information Tip Sheet**

From Hillary, Teresa [IWD] **Date** Monday, August 19, 2013 4:56 PM
To Lewis, Devon [IWD]
Cc

Beth and Susan are covering Julie's cases. That has been much work, but will eventually end. I will let you know tomorrow when the clerical are back in the office where we stand on those issues. I suggest if they don't

Volunteer, then you pick some and tell them they are "voluntold." It's a new word!!!!

Good luck

From: Lewis, Devon [IWD]
Sent: Monday, August 19, 2013 4:54 PM
To: Hillary, Teresa [IWD]
Subject: FW: Misconduct general information Tip Sheet

As I expected; a stampede of volunteers. ;-P MM and RS are already working on PTO/vac/sev and VS has absenteeism and drug testing. The ones without current projects are SA, BS, TN, JT, BH, and LD. LD is done with the OP since SW and I have been working on that with Claims. BH is done with the clerical FAQ (the one I edited heavily). I'm sending out another request for volunteers for public presentations after Labor Day weekend. My first request went unacknowledged except from JT's response to the earlier general request.

From: Mormann, Marlon [IWD]
Sent: Monday, August 19, 2013 3:06 PM
To: Lewis, Devon [IWD]; Scheetz, Beth [IWD]; Hendricksmeier, Bonny [IWD]; Wise, Debra [IWD]; Timberland, James [IWD]; Elder, Julie [IWD]; Donner, Lynette [IWD]; Stephenson, Randall [IWD]; Wise, Steve [IWD]; Ackerman, Susan [IWD]; Nice, Terence [IWD]; Hillary, Teresa [IWD]; Seeck, Vicki [IWD]

Subject: RE: Misconduct general information Tip Sheet

I suggest multiple Misconduct tip sheets. Break it up into absenteeism, insubordination, theft, and other issues. This is too broad to cover.

Marlon Mormann, Administrative Law Judge
515-265-3512

From: Lewis, Devon [IWD]

Sent: Monday, August 19, 2013 3:02 PM

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

Subject: Misconduct general information Tip Sheet

The Director would like a tip sheet generated on the issue of misconduct. That is a very broad category but a tip sheet with some general principles – BOP, intent/inability, warning, current act, etc. - could be on this. Vicki has already included those two topics on the attendance tip sheet. I'm sure there will be many more topical tip sheets to come as we work on the desk manual.

While we will likely incorporate tip sheets into the desk manual under "plain language," please remember that this is to be written for a "Joe 6-pack" C and E audience. I've attached the desk manual topic page that will get it started. I'm not sure who has the original tip sheet formatted document. Any takers who have not already done one?

Devon



BE GREEN – Please consider the environment before printing this e-mail.

Message: RE: Misconduct general information Tip Sheet

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:13 PM
Item ID: 40861385
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ RE: Misconduct general information Tip Sheet

From Hillary, Teresa [IWD] **Date** Monday, August 19, 2013 5:10 PM
To Lewis, Devon [IWD]
Cc

Tell the director, she will ask you who you think should do it, then she will 'voluntold.' I have been voluntelling the clerical staff. It's really just directing and controlling activities, not supervising. You have to find some people to do the work. Talk to the Director, she'll help.

From: Lewis, Devon [IWD]
Sent: Monday, August 19, 2013 4:57 PM
To: Hillary, Teresa [IWD]
Subject: RE: Misconduct general information Tip Sheet

That would seem to cross over in to supervisory territory though.

From: Hillary, Teresa [IWD]
Sent: Monday, August 19, 2013 4:56 PM
To: Lewis, Devon [IWD]
Subject: RE: Misconduct general information Tip Sheet

Beth and Susan are covering Julie's cases. That has been much work, but will eventually end. I will let you know tomorrow when the clerical are back in the office where we stand on those issues. I suggest if they don't Volunteer, then you pick some and tell them they are "voluntold." It's a new word!!!!

Good luck

From: Lewis, Devon [IWD]
Sent: Monday, August 19, 2013 4:54 PM
To: Hillary, Teresa [IWD]
Subject: FW: Misconduct general information Tip Sheet

As I expected; a stampede of volunteers. ;-P MM and RS are already working on PTO/vac/sev and VS has absenteeism and drug testing. The ones without current projects are SA, BS, TN, JT, BH, and LD. LD is done with the OP since SW and I have been working on that with Claims. BH is done with the clerical FAQ (the one I edited heavily). I'm sending out another request for volunteers for public presentations after Labor Day weekend. My first request went unacknowledged except from JT's response to the earlier general request.

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Sent: Monday, August 19, 2013 3:06 PM
To: Lewis, Devon [IWD]; Scheetz, Beth [IWD]; Hendricksmeier, Bonny [IWD]; Wise, Debra [IWD]; Timberland, James [IWD]; Elder, Julie [IWD]; Donner, Lynette [IWD]; Stephenson, Randall [IWD]; Wise, Steve [IWD]; Ackerman, Susan [IWD]; Nice, Terence [IWD]; Hillary, Teresa [IWD]; Seeck, Vicki [IWD]
Subject: RE: Misconduct general information Tip Sheet

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515-265-3512

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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: Misconduct general information Tip Sheet

The Director would like a tip sheet generated on the issue of misconduct. That is a very broad category but a tip sheet with some general principles – BOP, intent/inability, warning, current act, etc. - could be on this. Vicki has already included those two topics on the attendance tip sheet. I'm sure there will be many more topical tip sheets to come as we work on the desk manual.

While we will likely incorporate tip sheets into the desk manual under "plain language," please remember that this is to be written for a "Joe 6-pack" C and E audience. I've attached the desk manual topic page that will get it started. I'm not sure who has the original tip sheet formatted document. Any takers who have not already done one?

Devon



BE GREEN – Please consider the environment before printing this e-mail.

Message: RE: tip sheets**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:13 PM
 Item ID: 40861383
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ RE: tip sheets

From Hillary, Teresa [IWD] **Date** Monday, August 19, 2013 1:36 PM
To Lewis, Devon [IWD]
Cc

Hey, I want to talk to you also via cell phone when you have a minute. I have a killer 2 pm hearing but am free now...call when you can

From: Lewis, Devon [IWD]
Sent: Monday, August 19, 2013 1:33 PM
To: Hillary, Teresa [IWD]
Subject: RE: tip sheets

I'll ask Deb to call hers a "process" outline or sheet then. Wow – misconduct tip sheet. That would be half of our desk manual. I'll ask for volunteers since I'll be on vacation next week. We'll try to come up with some general guidelines.

From: Hillary, Teresa [IWD]
Sent: Monday, August 19, 2013 1:29 PM
To: Lewis, Devon [IWD]
Subject: RE: tip sheets

No, they don't. Deb is calling her instructions for docketing OP Appeals a "tip sheet." I spoke to her about it and thought I would let you two know. The other ALJs have not been at the meetings we have to hear the director say she wants tip sheets to go to the public. She wants anything called a tip sheet to be available for public and understandable by "joe six-pack."

On that topic, this am she had me go over some of our reversal stats and since it shows that misconduct is the biggest area, she wants a tip sheet for Employers/public on what is misconduct.

Teresa K. Hillary

Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

From: Lewis, Devon [IWD]
Sent: Monday, August 19, 2013 12:10 PM
To: Hillary, Teresa [IWD]; Wise, Steve [IWD]
Subject: RE: tip sheets

Yes, I think everyone understands that. Vicki and I are working on revisions.

From: Hillary, Teresa [IWD]
Sent: Monday, August 19, 2013 11:02 AM
To: Lewis, Devon [IWD]; Wise, Steve [IWD]
Subject: tip sheets

Just had meeting with Director. She wants us to understand that she will be taking 'tip sheets' to Joe Six Pack and seeing if he understands them. I think some of our colleagues do not understand that tip sheet is for public consumption, not internal.

Fyi

Teresa K. Hillary

Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

Message: tip sheets

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:13 PM
Item ID: 40861381
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **tip sheets**

From Hillary, Teresa [IWD] **Date** Monday, August 19, 2013
11:02 AM
To Lewis, Devon [IWD]; Wise, Steve
[IWD]
Cc

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Teresa K. Hillary

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1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

Message: RE: tip sheets

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:13 PM
Item ID: 40861382
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE: tip sheets**

From Hillary, Teresa [IWD] **Date** Monday, August 19, 2013 1:29 PM
To Lewis, Devon [IWD]
Cc

No, they don't. Deb is calling her instructions for docketing OP Appeals a "tip sheet." I spoke to her about it and thought I would let you two know. The other ALJs have not been at the meetings we have to hear the director say she wants tip sheets to go to the public. She wants anything called a tip sheet to be available for public and understandable by "joe six-pack."

On that topic, this am she had me go over some of our reversal stats and since it shows that misconduct is the biggest area, she wants a tip sheet for Employers/public on what is misconduct.

Teresa K. Hillary

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1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

From: Lewis, Devon [IWD]
Sent: Monday, August 19, 2013 12:10 PM
To: Hillary, Teresa [IWD]; Wise, Steve [IWD]
Subject: RE: tip sheets

Yes, I think everyone understands that. Vicki and I are working on revisions.

From: Hillary, Teresa [IWD]
Sent: Monday, August 19, 2013 11:02 AM
To: Lewis, Devon [IWD]; Wise, Steve [IWD]
Subject: tip sheets

Just had meeting with Director. She wants us to understand that she will be taking 'tip sheets' to joe six pack and seeing if he understands them. I think some of our colleague do not understand that tip sheet is for public consumption, not internal.

Fyi

Teresa K. Hillary

Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

Message: RE: Tip Sheet on Absenteeism

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:13 PM
Item ID: 40861380
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ RE: Tip Sheet on Absenteeism

From Hillary, Teresa [IWD] **Date** Monday, August 19, 2013 8:41 AM
To Lewis, Devon [IWD]
Cc

Hey, can you send me a copy of the tip sheet on absenteeism. It was not attached.

From: Lewis, Devon [IWD]
Sent: Monday, August 19, 2013 8:34 AM
To: Hillary, Teresa [IWD]; Wise, Steve [IWD]
Subject: FW: Tip Sheet on Absenteeism

Fyi on tip sheets.

From: Seeck, Vicki [IWD]
Sent: Monday, August 19, 2013 8:30 AM
To: Lewis, Devon [IWD]
Subject: FW: Tip Sheet on Absenteeism

Attached is a comment from the director. She wants more plain English. I'll see what I can do by the end of the week.

Vicki

From: Wahlert, Teresa [IWD]
Sent: Saturday, August 17, 2013 4:40 PM
To: Seeck, Vicki [IWD]
Subject: Re: Tip Sheet on Absenteeism

Lets try a little more plain English

- Teresa Wahlert

On Aug 16, 2013, at 11:50 AM, "Seeck, Vicki [IWD]" <Vicki.Seeck@iwd.iowa.gov> wrote:

Director Wahlert,

I forgot to add the attachment. My apologies. Here it is again.

<Tip Sheet - Absenteeism.docx>

Message: Weekly Appeals Report for week ending August 17, 2013**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:13 PM
 Item ID: 40861379
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Weekly Appeals Report for week ending August 17, 2013**

From	Hillary, Teresa [IWD]	Date
		Sunday, August 18, 2013 1:21 PM
To	UI; 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 appeal report.8.17.13docx.docx](#) (19 Kb HTML)

Teresa K. Hillary

Iowa Workforce Development
 1000 E Grand Avenue
 Des Moines IA 50319

Phone: 515.725.2683
 FAX: 515.242.5144



WEEKLY APPEALS REPORT

For week ending August 17, 2013

Cases on hand -- 1681

Cases over 30 days old 672

Decision filed for this week 259

Number of appeals filed this week 225 (Short one day of entering)

For the week ending August 24, 2013

Number of cases to be heard this week 315 (Friday is a writing day no cases scheduled)

of cases that can make 30 days this week 4 (1.2%)

of cases that can make 45 days this week 223 (70.7%)

47 Cases continued this past week

One ALJ out all this week

Message: RE: Intake issues**Case Information:**

Message Type: Exchange
 Message Direction: Internal
 Case: IWD Senator Petersen Request - Version 3
 Capture Date: 7/10/2014 1:32:13 PM
 Item ID: 40861377
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE: Intake issues**

From Hillary, Teresa [IWD] **Date** Sunday, August 18, 2013
 12:42 PM
To Wise, Debra [IWD]; Baughman,
 Myra [IWD]
Cc Lewis, Devon [IWD]; Wise, Steve
 [IWD]

Pls send me a copy of the tip sheet also. And, I do want to be part of any discussions with Myra on appeals intake.

Thanks much,
Teresa Hillary

From: Wise, Debra [IWD]
Sent: Sunday, August 18, 2013 10:22 AM
To: Baughman, Myra [IWD]; Hillary, Teresa [IWD]
Cc: Lewis, Devon [IWD]; Wise, Steve [IWD]
Subject: Intake issues
Importance: High

Myra –

A tip sheet will be emailed to you before Monday morning. Please review before 8 if possible. As I stated in an earlier email, I have a meeting at 8:30. (usually they start at 9, but unfortunately they changed the time for this Monday's meeting). I have taken care of my 8 a.m. hearing on Monday. So Steve and I will come to the office a bit before 8 a.m. tomorrow. If you have questions, we can quickly go over them.

Message: RE: Overpayment Remand Changes

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:13 PM
Item ID: 40861376
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **RE: Overpayment Remand Changes**

From Hillary, Teresa [IWD] **Date** Sunday, August 18, 2013
12:41 PM
To Wise, Debra [IWD]; Baughman,
Myra [IWD]
Cc Lewis, Devon [IWD]; Wise, Steve
[IWD]

I would like to be part of the meeting with Myra. I want to make sure Myra and I are on the same page as to how hearing issues are presented on the notice.

Thanks much
Teresa Hillary

From: Wise, Debra [IWD]
Sent: Friday, August 16, 2013 4:57 PM
To: Hillary, Teresa [IWD]; Baughman, Myra [IWD]
Cc: Lewis, Devon [IWD]; Wise, Steve [IWD]
Subject: RE: Overpayment Remand Changes

Steve and I have a meeting Monday morning 8:30 to 11 a.m. Steve and I talked about this when I did this intake this afternoon and have worked out some wording. Since Steve has a hearing at 11 and I have ones at noon, 1, 2, and 3, I think Steve plans to talk to Myra on Monday, he has the presentation at 1 at the office. We can send an outline of what needs to be done before Monday morning.

The employer separation cases will take longer now because non-base period employers are treated differently than base period employers and you'll have to determine if the employer is a base period employer or not.

Just remember to be flexible and ask questions. I will be available to answer questions – just call. Unfortunately, hearings next week are pretty tightly scheduled.

From: Hillary, Teresa [IWD]
Sent: Friday, August 16, 2013 4:32 PM
To: Baughman, Myra [IWD]
Cc: Wise, Debra [IWD]; Lewis, Devon [IWD]; Wise, Steve [IWD]
Subject: FW: Overpayment Remand Changes

Myra,

On Monday you and I and Deb will talk about how the hearing issues will be set up. Until we get the “99” set up via IT, it will be typing required of you. Don’t worry this will pass and it will get worked out.

Thanks much

Teresa K. Hillary

Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

From: Wise, Steve [IWD]
Sent: Friday, August 16, 2013 4:18 PM
To: Shroyer, Paula [IWD]; Scott, Cheryll [IWD]
Cc: Hillary, Teresa [IWD]; Lewis, Devon [IWD]
Subject: Overpayment Remand Changes

I am wanting to give you a heads up.

We are going to be handling overpayment remands a bit differently because of a change in the law, which charges employers for overpayment caused by their failing to participate in the fact-finding interview. Previously, the only impact of the employer’s lack of participation was the claimant was not required to repay the overpayment. The process generally was to remand those cases to have the agency to make the initial decision on whether to require repayment.

1. So we will have some cases under the old law where ALJ will remand and use Reference 41A or our own paraphrase of it.
2. For the next couple weeks, we will have cases under the new law where as a stopgap measure, we will be remanding for a determination of whether the claimant will have to repay **and whether** the employer will be charged using some different language that will likely be formalized as Reference 41B. I am working on this and will get the Reference 41B to

you ASAP.

3. We have started today including on the hearing notice the issue of whether the claimant must repay and the employer be charged for an overpayment due to lack of participation. That will require some different language that I am also work on. This will likely be formalized as Reference 41C. Again, I will get this to you as soon as I can.

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



BE GREEN – Please consider the environment before printing this e-mail.

Message: Re: Implementation of UC Program Integrity Amendments

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: 40861244
 Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ Re: Implementation of UC Program Integrity Amendments

From Lewis, Devon [IWD] **Date** Tuesday,
 July 30, 2013 8:00 AM
To Hillary, Teresa [IWD]
Cc Wise, Steve [IWD]; Wahlert, Teresa [IWD];
 Wilkinson, Michael [IWD]; Eklund, David [IWD];
 West, Ryan [IWD]

At the 7/18 staff meeting during training we discussed this issue with RW and DE both present. I looked at them and asked them if they agreed we would have to remand. RW also said to me before PT-Q FF training that they were resigned to remands on the issue. There was some talk of the possibility of them handling it at the FF level but no one ever presented a plan a out how to handle that.

I'm available by phone today through Thursday if you want to conference me in to talk about this.
 Dévon

On Jul 30, 2013, at 8:29 AM, "Hillary, Teresa [IWD]" <Teresa.Hillary@iwd.iowa.gov> wrote:

Because when I visited with both Mike W and Dave E yesterday both of them thought the issue had not been resolved. Mike W was not present for our training on July 18 and did not know that we discussed it at our staff meeting. When I was at the A-C meeting last Thursday, he still wanted to discuss what "participation" would mean and how we were going to handle the OP issue. When I talked to Dave E yesterday he said the last he knew of it was a July 3 meeting where he, Joe W, Joe B, you on the phone had a discussion and no decn was made. He did not stay for the staff meeting. I have no issue at all with the remand idea, but I do think in appeals we can do a better job of communicating what we are going to do.

From: Wise, Steve [IWD]

Sent: Monday, July 29, 2013 8:38 PM
To: Hillary, Teresa [IWD]; Lewis, Devon [IWD]
Subject: FW: Implementation of UC Program Integrity Amendments

Tere,

This is response to your Lync conversation below. Based on all the correspondence below, I thought this was settled. Devon told me that UI Division had agreed that we would remand. Everything I did last week on the overpayment language to go into our decisions was based on this. My next step was to prepare a tutorial and schedule the training on handling this. The email sent by Devon was sent to both Ryan West and Dave Eklund and includes the whole history and reasoning why remand of those cases involving reversals of grants of benefits is the best approach. I'm not sure why we are revisiting this. My understanding is this was also discussed during the training.

Hillary, Teresa [IWD] [4:43 PM]:

i am talking to dave e on the phone.

who made the decn that we would remand.

on op cases. dave e, who was out last week, seems to think that ff was going to make a decn on participation at ff. and then we would not remand, but make the decn dave e has no follow up for bervid or wilkinson saying that we will not remand.

from bervid or wilinson

From: Lewis, Devon [IWD]
Sent: Wednesday, July 24, 2013 10:33 AM
To: West, Ryan [IWD]; Eklund, David [IWD]
Cc: Wise, Steve [IWD]; Hillary, Teresa [IWD]
Subject: FW: Implementation of UC Program Integrity Amendments

Dave and Ryan,
I'm heading out on vacation so want to put you in touch with Steve about the OP waiver/penalty language and FF training. I know you are holding back some FF decisions pending Appeals' action so we will move Steve's hearings if need be to accomplish this ASAP.

I now have access to work e-mail on my cell phone and will be available at 515-292-0712 if anyone needs to reach me. I plan to participate in our staff meeting by phone on August 1. I will be back at work on August 6.

Thanks,
Devon

From: Wise, Steve [IWD]
Sent: Wednesday, July 17, 2013 9:23 PM
To: Lewis, Devon [IWD]; Donner, Lynette [IWD]; Mormann, Marlon [IWD]
Cc: Wise, Debra [IWD]; Hillary, Teresa [IWD]
Subject: RE: Implementation of UC Program Integrity Amendments

Devon, I spoke to Teresa H and Teresa W about this at the end of the Monday meeting. I'm giving a presentation at the Municipal Professional Institute tomorrow in Ames, including a Skilled Iowa segment. Joe had approved this before and the director confirmed it. I am not sure when I will be back in town.

If the decision is to follow our current policy of remanding reversals of decisions granting benefits for the Agency to decide if the overpayment should be recovered and the employer charged for the overpayment—by the end of next week at the latest—I will have a tutorial or flow chart for everyone to use. I would agree to help train on this topic. I would also agree to produce a draft of the language that would go into decisions to accomplish this. I would try to get that draft done ASAP.

From: Lewis, Devon [IWD]

Sent: Wednesday, July 17, 2013 5:19 PM

To: Donner, Lynette [IWD]; Mormann, Marlon [IWD]; Wise, Steve [IWD]

Cc: Wise, Debra [IWD]; Hillary, Teresa [IWD]

Subject: RE: Implementation of UC Program Integrity Amendments

I talked to Ryan West in Claims yesterday and he seemed resigned to remands on this issue. I think the discussion points are valid and we should proceed on that basis unless instructed otherwise. Steve and Lynette, would you please lead the discussion about this tomorrow? Could we develop a *very short* tutorial outline or flow chart for FF and DIA (and us) about this? Who would like to help provide training to FF and DIA?

From: Donner, Lynette [IWD]

Sent: Wednesday, July 17, 2013 12:53 PM

To: Mormann, Marlon [IWD]; Lewis, Devon [IWD]; Wise, Steve [IWD]

Cc: Wise, Debra [IWD]; Hillary, Teresa [IWD]

Subject: RE: Implementation of UC Program Integrity Amendments

The draft previously circulated had suggested overpayment ref. code and model paraphrased code language, hinged on the assumption that we were going to go ahead and do the determination on participation, and only focus on participation, not the other "hidden" issues, but until the policy decision is made, I don't know that it's ready to implement.

From: Mormann, Marlon [IWD]

Sent: Wednesday, July 17, 2013 12:40 PM

To: Lewis, Devon [IWD]; Wise, Steve [IWD]

Cc: Donner, Lynette [IWD]; Wise, Debra [IWD]; Hillary, Teresa [IWD]

Subject: RE: Implementation of UC Program Integrity Amendments

Does anyone have overpayment language for reasoning and conclusions so we can modify our shells???????????????? I want a one size fits all shell that hits all overpayment issues. Please advise.

Marlon Mormann, Administrative Law Judge
515-265-3512

From: Lewis, Devon [IWD]
Sent: Wednesday, July 17, 2013 10:50 AM
To: Wise, Steve [IWD]
Cc: Donner, Lynette [IWD]; Wise, Debra [IWD]; Mormann, Marlon [IWD]; Hillary, Teresa [IWD]
Subject: RE: Implementation of UC Program Integrity Amendments

Thanks for the info, Steve. Who would like to present the topic and answer questions at the staff meeting tomorrow?

From: Wise, Steve [IWD]
Sent: Tuesday, July 16, 2013 2:59 PM
To: Lewis, Devon [IWD]; Hillary, Teresa [IWD]
Cc: Donner, Lynette [IWD]; Wise, Debra [IWD]; Mormann, Marlon [IWD]
Subject: FW: Implementation of UC Program Integrity Amendments

Below is the email I sent to Joe W., Mike, Joe B. and Dave. There was a meeting after this that I attended by telephone conference that was inconclusive, although everyone agreed that the UI Division would have to have a process in place to handle remands on the issue of whether a claimant would be required to repay an overpayment and whether the employer's account would be charged for an overpayment because there are going to be cases where the fact finding materials would not be available. There was no conclusion that I am aware of that we absolutely could not remand these cases. UI Division was concerned about the computer programming issue of setting up a new ANDs decision or issuing a typed decision.

My main point was that if one of UI Appeals' goals is to reduce postage and copying, that would be defeated by having to send out fact-finding material to the parties in every case involved an employer appeal of a grant of benefits to a claimant. In addition, we are taking up valuable hearing time on a topic that may or may not be necessary since employer's participation is only relevant IF we reverse the grant of benefits, which cannot know in advance. No one was really persuaded and thought that we would not have to send out fact-finding information in advance, but could simply ask the parties about non-participation and tell them what was in the administrative file. Joe B. was not convinced that there would be a DOL compliance issue with our deciding the issue without remand as long as we gave parties a hearing. In a practical sense, he is probably correct that what we do will not be scrutinized that closely by DOL as long as the law was passed.

The last thing Joe told me was that he was going to send out instructions giving ALJs discretion in handling the issue of whether a claimant would be required to repay an overpayment and whether the employer's account would be charged for an overpayment. That is an ALJ could question the parties about the non-participation issue and making a decision on the issue, but would not be required to every case, and if the ALJ was uncomfortable with addressing the issue in a particular case, they could remand since the UI Division has to have a process in place in any event for deciding this

issue. He said he was going to advise Mike W. of this plan. Obviously, Joe never got the instruction out and I have no idea if he told Mike W. of this plan.

I think South Dakota's approach is the most sensible and follows the DOL Program Letter, but I am obviously in the minority on this.

I think there is another issue as well, that I have not brought up before. We are focused on the employer non-participation issue, but for non-recovery of the overpayment from the claimant the law also states "the benefits were not received as a result of fraud or willful misrepresentation." So if claimant reported that she was laid off due to lack of work and you find that they quit, even where the employer failed to participate are we going to decide the overpayment must be recovered due to willful misrepresentation? Will Investigations and recovery then adopt that and treat as a fraud overpayment? Shouldn't the claimant then receive notice that a potential issue is willful misrepresentation? And of course, willful misrepresent and fraud cases normally go to DIA. Also interesting then is because of the inconsistent language of 96.3-7-b(1)(a) and (1)(b), you could have a case where an employer is charged for an overpayment that is not waived. Everybody loses.

Let me know if you have other questions.

Steve

From: Wise, Steve [IWD]

Sent: Wednesday, July 03, 2013 9:51 AM

To: Walsh, Joseph [IWD]; Wilkinson, Michael [IWD]; Bervid, Joseph [IWD]; Eklund, David [IWD]

Subject: Implementation of UC Program Integrity Amendments

At the Director's request at our last staff meeting, I sent email inquiries about implementation of UC Program Integrity Amendments to other states. I sent emails to contacts in Kentucky, South Dakota, Maryland, Idaho, Alaska, Arkansas, New Hampshire, Nebraska, Oklahoma, Wisconsin, Minnesota, Georgia, Utah, Wyoming, and Washington. I am still getting responses back.

Many states who have responded have laws that won't go into effect until October 2013 and have laws stating an employer will be charged for an overpayment (1) due to Employer's failure to timely or adequately respond to requests for information **AND** (2) where that employer has a "pattern of failing to respond," which they intend to track for a period of time following the effective date of the law. States have various measures for patterns of failing to respond. The Maryland Chief Hearing Officer said "I will likely be contacting you in another month or two as we approach October to see how you guys got this up and running."

South Dakota is the state that has responded so far who has a statute with language similar to ours that does not require a "pattern of failing to respond" and a law that went into effect July 1, 2013.

Here's South Dakota's new law. "However, no relief of charges applies if the

department determines that an erroneous payment has been made because the employer, or an agent of the employer, was at fault for failing to respond timely or adequately to the department's request for information relating to the payment of benefits. For the purposes of this section, an erroneous payment is a payment that would not have been made but for the failure of the employer or the employer's agent to fully respond to the department's request pursuant to § 61-7-5."

Administrative Law Judge Shannon George-Larson after consulting with UI Director Pauline Heier, stated:

We will hold hearings as usual when an employer appeals a determination granting benefits. We will list the usual issues of "Is Claimant disqualified from receiving benefits because Claimant voluntarily quit employment without good cause or was discharged for work-connected misconduct?" and "Is Employer's experience-rating account subject to or exempt from charge?" If the ALJ decision reverses the Agency determination granting benefits, we will use the following language in the Conclusions and the Order to address the chargeability issue:

Employer's experience-rating account is exempt from charge unless the Agency determines Employer is subject to charge for benefits already paid to Claimant due to Employer's failure to timely or adequately respond to Agency inquiries.

The Agency will issue an overpayment determination to Claimant as usual if benefits have been paid. It will be up to the Agency to review the file and issue a determination finding Employer is subject to charge due to fault. If Agency does not issue a determination, our conclusion of no charge stands. If Agency issues a determination, the determination will go to Employer only with appeal rights. It would go to Employer only because in our view Claimant is not an interested party in this issue.

UI Director Pauline Heier, stated

Our UI department will be handling the issue of employer fault at the time we make a decision where an overpayment is created. The nonmonetary determination will include the following statement.

NOTICE TO EMPLOYER: Your experience rating account number {~15~} is charged for benefits paid from {beginning date} to {ending date} as you failed to respond timely or adequately to the department's request for information. Your account is exempt from charge after {ending date}.

The difference between South Dakota and Iowa is that South Dakota has always had a general waiver of overpayment rule that an overpayment can be waived if a claimant requests a waiver of overpayment and establishes that claimant (1) was not at fault in receiving the overpayment, and (2) does not have the ability to repay the overpayment. That is why in South Dakota they say the claimant will not be an interested party on the employer charge issue. Also South Dakota has never included "whether the claimant was overpaid unemployment insurance benefits" as an issue in a separation appeal hearing. The reversal of an award of benefits by an ALJ in South Dakota always triggers the Overpayment unit to issue an overpayment determination.

Message: Iowa Benefit Payment Control Program Monitoring Report

Case Information:

Message Type: Exchange
Message Direction: External, Inbound
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:16 PM
Item ID: 40861529
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Iowa Benefit Payment Control Program Monitoring Report**

From Svee, Cheryl - ETA **Date** Tuesday, September 10, 2013 10:38 AM
To Wahlert, Teresa [IWD]; Wilkinson, Michael [IWD]; Eklund, David [IWD]
Cc RO5-RA-CHI, Official - ETA; OSS, ETAR5 - ETA; Belmonte, Steffanie - ETA

 [IA BPC Monitoring Report.pdf](#) (113 Kb HTML)

During the period July 29-31, 2013, the U.S. Department of Labor, Employment and Training Administration conducted a review of your organization's Unemployment Insurance Benefit Payment Control program. The report from that visit is attached.

- [Image 1](#)
 - [Image 2](#)
 - [Image 3](#)
 - [Image 4](#)
 - [Image 5](#)
 - [Image 6](#)
 - [Image 7](#)
 - [Image 8](#)
 - [Image 9](#)
 - [Image 10](#)
-

Image 1

U.S. Department of Labor

September 10, 2013

Teresa Wahlert, Director
Iowa Workforce Development
1000 E. Grand Avenue
Des Moines, IA 50319-0209

Dear Ms. Wahlert:

During the period July 29-31, 2013, the U.S. Department of Labor, Employment and Training Administration conducted a review of your organization's Unemployment Insurance Benefit Payment Control program. The enclosed report outlines the review scope, any identified compliance findings, required corrective actions, and areas of concern. The report is based on information and documents provided as of the date of the review.

The report has identified four findings, which require corrective action. Please submit a response to the findings outlined in the report electronically to oss.etar5@dol.gov

within 30 days of receipt of this report.

The report also identified one area of concern which is accompanied by a technical recommendation aimed at improving the general management and administration of the program. While you are not required to respond to the area of concern, your comments and description of any planned actions pertaining to the concerns will be appreciated.

We hope that our review has been helpful to you. Please express our appreciation to your staff for their assistance during this review and providing necessary details on various elements of the program and for completing the required materials.

If you have any questions, please contact Steffanie Belmonte at (312) 596-5436 or belmonte.steffanie@dol.gov

Sincerely,

Byron Zuidema
Regional Administrator

cc:

Mike Wilkinson
Dave Eklund

U.S. Department of Labor

Employment and Training Administration
REGION V

John C. Kluczynski Building

230 South Dearborn Street, 6
th Floor

Chicago, IL 60604-1505

<http://www.doleta.gov/regions/reg05>

Image 2

Iowa Workforce Development Unemployment Insurance Benefit Payment Control
Program Issued by the Chicago Regional Office September 9, 2013 EMPLOYMENT AND
TRAINING ADMINISTRATION

eta

UNITED STATES DEPARTMENT OF LABOR
EMPLOYMENT AND TRAINING ADMINISTRATION

Monitoring Report

Iowa Workforce Development

Unemployment Insurance Benefit Payment Control Program

*Issued by the Chicago Regional Office
September 9, 2013*

Image 3

1 UI Benefit Payment Control Review – Des Moines, IA

EXECUTIVE SUMMARY

The U.S. Department of Labor, Employment and Training Administration (ETA) recently conducted a review of the Unemployment Insurance (UI) Benefit Payment Control (BPC) Program in Iowa Workforce Development (IWD). The purpose of the review was to evaluate the management and administration of the BPC operation, to analyze the State's law and policy, and the performance of the BPC operation in the areas of prevention, detection, investigation, collection and prosecution for both nonfraud and fraud overpayments in order to determine if the program is operating in compliance with Federal regulations.

The reviewer identified the following findings:

- **Finding 1:** The data on the ETA 9016 Alien Claims Activities Report submitted was incorrect and does not accurately reflect the information obtained from Systematic Alien Verification for Entitlement (SAVE) system about an alien's immigration status that

supports the determination of the alien's eligibility for unemployment compensation.

Required Action: The state must verify alien status of every new and additional claim through the SAVE system. The state must ensure all data is corrected and resubmitted as required in the ET Handbook No. 401, Unemployment Insurance Reports Handbook.

The state should also assess whether internal policies or procedures need to be updated, and whether training is needed to ensure this requirement is fulfilled on a consistent basis.

• **Finding 2:** Claimants prosecuted for UI fraud are ordered to make restitution via wage garnishment facilitated through the 99 county sheriffs' offices. Under this process, the payments are not forwarded to the state in a timely manner. Withholding of moneys destined for the state is contrary to the mandates put forward in the Unemployment Insurance Program Letter (UIPL) No. 22-96 The Immediate Deposit and Withdrawal Standards.

Required Action: The state must put in place policy and procedures with the county sheriffs' offices to facilitate the return of UI moneys to the Unemployment Trust Fund (UTF).

Image 4

2 UI Benefit Payment Control Review – Des Moines, IA

- **Finding 3:** The data on the ETA 227 Overpayment Detection and Recovery Activities Report submitted was incorrect and does not accurately reflect the activities that the state is undertaking to establish and recover overpayments. Several coding issues were identified with the ETA 227 Report.

Required Action: The state must program the updated version of the ETA 227 Report in accordance with UIPL No. 08-12, review the report for accuracy and ensure all data is corrected and resubmitted as required in the ET Handbook No. 401, Unemployment Insurance Reports Handbook.

- **Finding 4:** Ten of the 20 overpayment cases reviewed took two to six months to establish an overpayment determination from the receipt of the wage verification from both the employer and the claimant.

Required Action: The state must take immediate corrective action to address the backlog of cases and establish overpayments promptly and prior to a determination of an individual's right to benefits, such facts pertaining thereto as will be sufficient to ensure the payment of benefits when due.

There are no questioned costs related to this review.

An official response to the finding and corrective action outlined above must be submitted to this Regional Office within 30 days of receipt of this report.

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Image 5

3 UI Benefit Payment Control Review – Des Moines, IA

REVIEW SCOPE

Dates of Review

July 29-31, 2013

Site(s) Visited

IWD

Des Moines, IA

ETA Reviewer(s)

Steffanie Belmonte, UI Program Specialist, Region V

Program Reviewed

UI BPC Program

Time Period for Data Covered in Review

N/A

Date of Exit Conference

July 31, 2013

In Attendance

Mike Wilkinson, Division Administrator, IWD
Dave Eklund, Regional Operations Manager, IWD

The purpose of the review was to:

- Evaluate the State's BPC program for compliance with provisions contained in law, regulations and procedures;
- Review the State's BPC operation as it relates to the prevention, detection, investigation, collection and prosecution for nonfraud and fraud overpayments;
- Review of case files; and
- Identify any technical assistance needs.

ETA reviewed the State's responses on the BPC Federal Review Guide for State Unemployment Insurance Operations; examined State policies and procedures; reviewed ETA 9016 Alien Claims Activities Reports and ETA 227 Overpayment Detection and Recovery Activities Reports for the previous three calendar years; and observed program operational processes.

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Image 6

4 UI Benefit Payment Control Review – Des Moines, IA

REVIEW SCOPE – Basis for Review

The reviewer used the ETA BPC Federal Review Guide for State UI Operations as the primary tools for conducting the review. The following areas of the BPC Review Guide were covered in the review:

- Three Year Comparison of BPC Performance with Claims Activities
- State Law Provisions for Fraud and Overpayments
- Part I: Organization and Management
- Part II: Detection of Overpayments
- Part III: Investigations
- Part IV: Determinations
- Part V: Prosecutions
- Part VI: Fictitious Employers
- Part VII: Collection of Overpayments
- Part VIII: Maintenance and Evaluation of Administrative Data
- Part IX: Local Office Operations
- Part X: Case Review
- Part XI: New Initiatives

The review did not cover any areas outside the defined scope. Although no material issues came to the reviewers' attention other than those contained in this report, there is no assurance that other issues may not exist.

BACKGROUND

Overpayment prevention and detection are central to effective UI administration, and the Department has made reducing overpayments a priority. The reduction of overpayments within the UI program remains one of the Secretary of Labor's primary goals, and the Detection of Overpayments is included as part of UI Performs as a Core Measure. ETA staff conducted this review, consistent with the objectives of the U.S. Department of Labor's "UI Performs," a comprehensive performance system in which the state and federal government work together as

partners to strengthen the UI system. One of the primary goals of the system is to achieve continuous improvement of overall performance quality.

COMPLIANCE FINDINGS

Finding #1: ETA 9016 Report – Reporting Errors and Validity of Data (Part II – Detection of Overpayments)

The ETA 9016 Alien Claims Activities Report is designed so ETA and the state can monitor an alien's immigration status that will allow them to determine the alien's eligibility for unemployment compensation. To facilitate the required verification, the Immigration and Naturalization Service (INS), developed the Systematic Alien Verification for Entitlement

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Image 7

5 UI Benefit Payment Control Review – Des Moines, IA

(SAVE) system. The information provided on the report assesses the magnitude of alien claims and issues affecting eligibility; make decisions as to the appropriateness and value of state use of the SAVE system; and determine whether a state's administrative costs associated with SAVE are reasonable.

The data on the ETA 9016 Reports submitted was incorrect and does not accurately reflect the information obtained from SAVE about an alien's immigration status that will allow the determination of the alien's eligibility for unemployment compensation. The reporting issues

identified were:

Line 2, Number of Claimants Whose Alien Status was Verified through the INS Primary

System, the state is not verifying every new and additional claims filed during the quarter

where the claimant indicated or was otherwise discovered not to be a citizen of the United

States through the SAVE system.

Required Action: The state must verify alien status of every new and additional claim through the SAVE system. The state must ensure all data is corrected and resubmitted as required in the ET Handbook No. 401, Unemployment Insurance Reports Handbook. The state should also assess whether internal policies or procedures need to be updated, and whether training is needed to ensure this requirement is fulfilled on a consistent basis.

Finding #2: Immediate Deposit and Withdrawal Standards

(Part V – Prosecutions)

Claimants prosecuted for UI fraud are ordered to make restitution via wage garnishment

facilitated through the 99 county sheriffs' offices. The sheriffs' offices will hold the garnished

wages until the full amount requested is recovered or the maximum amount is garnished for the

calendar year under Iowa law. The sheriffs' offices then forward the funds to IWD. There is no

uniform system by which these 99 county sheriff's offices submit restitution payments to the

state; the process varies from county to county. Under this process, the payments are not

forwarded to the state in a timely manner. Withholding of moneys destined for the state is

contrary to the mandates put forward in the Unemployment Insurance Program Letter (UIPL)

No. 22-96 The Immediate Deposit and Withdrawal Standards.

The Unemployment Insurance Program Letter (UIPL) No. 22-96 The Immediate Deposit and Withdrawal Standards clearly delineates the responsibility of state agencies to deposit moneys designated for the Unemployment Trust Fund (UTF) to be deposited in a timely manner. The UIPL indicates in part..." Section 3304(a)(3), FUTA, requires as a condition of employers in a State receiving credit against the Federal unemployment tax, that:

All money received in the unemployment fund shall...immediately upon such receipt be paid over to the Secretary of Treasury to the credit of the Unemployment Trust Fund established by Section 904 of the Social Security Act.

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Image 8

6 UI Benefit Payment Control Review – Des Moines, IA

This "immediate deposit" requirement is also found in Section 303(a)(4), SSA, as a condition for a State receiving administrative grants. The UIPL continues:

When Moneys Become Part of a State's Unemployment Fund. Moneys need not be in any of the three main parts to be in the fund. The exact time moneys become part of the State's unemployment fund is statutorily controlled by the immediate deposit requirement which requires the payment by the State of "all money received in the unemployment fund...immediately upon such receipt" to the Secretary of Treasury to the credit

of the
UTF.

The Department interprets the phrase "received in the unemployment fund" to mean that any money received for purpose of the trust (i.e., the payment of UC) is "in" the State's unemployment fund at the instant of its receipt by the State or its agent. This interpretation assures that transfers of moneys in a State's possession are not delayed, thereby giving effect to the immediate deposit requirement that all moneys be immediately paid over to the UTF and assuring the beneficiary has forwarded moneys to the trustee for investment.

Required Action: The state must put in place policy and procedures with the county sheriffs' offices to facilitate the return of UI moneys to the UTF.

Finding #3: ETA 227 Report - Reporting Errors and Validity of Data
(Part VIII – Maintenance and Evaluation of Administration Data)

The ETA 227 Overpayment Detection and Recovery Activities Report is designed so ETA and the state can monitor the integrity of the benefit payment processes in the UI system. The principal detection areas of benefit payment control are shown on the report. Data are provided for the establishment of overpayments, recoveries of overpayments, criminal and civil actions involving overpayments obtained fraudulently, and an aging schedule of outstanding benefit overpayment account. The recorded data is reviewed to assure that the state's system is operating in an efficient and cost effective manner and meets the requirements in accordance with Section 303(a)(6), SSA, requires:

“the making of such reports, in such form and containing such information, as the Secretary of Labor may from time to time require, and compliance with such provisions as the Secretary of Labor may from time to time find necessary to assure the correctness and verification of such reports”

The data on the ETA 227 Report submitted was incorrect and does not accurately reflect the activities that the state is undertaking to establish and recover overpayments. Because the state has not programmed the updated version of the ETA 227 Report in accordance with UIPL No. 08-12 Consolidation of the Employment and Training Administration (ETA) 9000 and ETA 227 Reports issued on January 11, 2012, the coding issues identified were:

eta UNITED STATES DEPARTMENT OF LABOR EMPLOYMENT AND TRAINING ADMINISTRATION

Image 9

7 UI Benefit Payment Control Review – Des Moines, IA

Section A. Overpayments Established – Causes; Line 112, High Dollar Fraud Overpayments, the line is not populated to report those fraud cases and dollar amounts of overpayments to an individual that exceeds \$5,000 for a single payment or for cumulative payments made during or prior to the reporting quarter.

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cumulative
payments made during or prior to the reporting quarter.

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Section D. Criminal/Civil Actions; Line 404, Number of Convictions Obtained, in Calendar Year (CY) 2012 the line item indicates 277 convictions obtained, however, in reviewing the number of fraud cases only 13 were referred for prosecution. It was determined during discussions with the state it was a typographical error.

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Section D. Criminal/Civil Actions; Line 406, Number of Civil Actions Obtained, in CY 2012 because the state decreased their activity only one case received civil action.

Required Action: The state must program the updated version of the ETA 227 Report in accordance with UIPL No. 08-12, review the report for accuracy and ensure all data is corrected and resubmitted as required in the ET Handbook No. 401, Unemployment Insurance Reports Handbook.

Finding #4: Determination Timeliness
(Part XI – Case Review)

Ten of the 20 overpayment cases reviewed took two to six months to establish an overpayment determination from the receipt of the wage verification from both the employer and the claimant.

Section 303(a)(1), of the Social Security Act (SSA), requires, as a condition for a State to receive administrative grants for the Unemployment Compensation program, that a State law include provision for:

eta UNITED STATES DEPARTMENT OF LABOR EMPLOYMENT AND TRAINING ADMINISTRATION

Image 10

8 UI Benefit Payment Control Review – Des Moines, IA

“Such methods of administration ... as are found by the Secretary of Labor to be reasonably calculated to insure full payment of unemployment compensation when due.”

20 CFR 640.1(2) Standard for Benefit Payment Promptness-Unemployment Compensation,
“adequate performance is contingent upon the prompt determination of eligibility by the State as a condition for payment or denial of benefits. Accordingly, implicit in prompt performance with respect to benefit payment is the corresponding need for promptness by the State in making determinations of eligibility.”

In accordance with UIPL No. 11-45, in 1971, the Supreme Court issued its decision in *California Department of Human Resource Development v. Java*, 402 U.S. 121 (1971), Procedures for

Implementing the Java Decision's Requirements, Attachment to UIPL No. 11-45
Promptness of
Determination and Payment.

The state has lost experienced staff through attrition and has been unable to fill vacancies to effectively investigate and make timely determinations on all overpayment cases. When a BPC unit is not properly staffed the impact on program integrity can ultimately affect the state's performance.

Required Action: The state must take immediate corrective action to address the back log of cases and establish overpayments promptly and prior to a determination of an individual's right to benefits, such facts pertaining thereto as will be sufficient reasonably to ensure the payment of benefits when due.

Area of Concern #1: Collections Activity
(Part XI – Case Review)

Fifteen of the 20 overpayment cases reviewed recovery was not obtained. The UI overpayment recovery measure that is addressed in UIPL No. 09-13 is based on the ETA 227 and ETA 227 EUC data for the Improper Payments Information Act (IPIA), period July 1, 2012 to June 30, 2013. A state that fails to meet the Acceptable Levels of Performance for the 2013 IPIA reporting period will be expected to develop a CAP as part of the FY 2015 SQSP.

Suggestion: ETA recommends that the state direct additional resources to the recovery of UI overpayments so the state meets the UI overpayment recovery measure that will take effect in FY 2015.

- End of Report -

eta UNITED STATES DEPARTMENT OF LABOR EMPLOYMENT AND TRAINING ADMINISTRATION

Message: Iowa Benefit Payment Control Program Monitoring Report

Case Information:

Message Type: Exchange
Message Direction: External, Inbound
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:16 PM
Item ID: 40861530
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Iowa Benefit Payment Control Program Monitoring Report**

From Svee, Cheryl - ETA **Date** Tuesday, September 10, 2013 10:38 AM
To Wahlert, Teresa [IWD]; Wilkinson, Michael [IWD]; Eklund, David [IWD]
Cc RO5-RA-CHI, Official - ETA; OSS, ETAR5 - ETA; Belmonte, Steffanie - ETA

 [IA BPC Monitoring Report.pdf](#) (113 Kb HTML)

During the period July 29-31, 2013, the U.S. Department of Labor, Employment and Training Administration conducted a review of your organization's Unemployment Insurance Benefit Payment Control program. The report from that visit is attached.

- [Image 1](#)
 - [Image 2](#)
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 - [Image 9](#)
 - [Image 10](#)
-

Image 1

U.S. Department of Labor

September 10, 2013

Teresa Wahlert, Director
Iowa Workforce Development
1000 E. Grand Avenue
Des Moines, IA 50319-0209

Dear Ms. Wahlert:

During the period July 29-31, 2013, the U.S. Department of Labor, Employment and Training Administration conducted a review of your organization's Unemployment Insurance Benefit Payment Control program. The enclosed report outlines the review scope, any identified compliance findings, required corrective actions, and areas of concern. The report is based on information and documents provided as of the date of the review.

The report has identified four findings, which require corrective action. Please submit a response to the findings outlined in the report electronically to oss.etar5@dol.gov

within 30 days of receipt of this report.

The report also identified one area of concern which is accompanied by a technical recommendation aimed at improving the general management and administration of the program. While you are not required to respond to the area of concern, your comments and description of any planned actions pertaining to the concerns will be appreciated.

We hope that our review has been helpful to you. Please express our appreciation to your staff for their assistance during this review and providing necessary details on various elements of the program and for completing the required materials.

If you have any questions, please contact Steffanie Belmonte at (312) 596-5436 or belmonte.steffanie@dol.gov

Sincerely,

Byron Zuidema
Regional Administrator

cc:

Mike Wilkinson
Dave Eklund

U.S. Department of Labor

**Employment and Training Administration
REGION V**

John C. Kluczynski Building

230 South Dearborn Street, 6
th Floor

Chicago, IL 60604-1505

<http://www.doleta.gov/regions/reg05>

Image 2

Iowa Workforce Development Unemployment Insurance Benefit Payment Control
Program Issued by the Chicago Regional Office September 9, 2013 EMPLOYMENT AND
TRAINING ADMINISTRATION

eta

UNITED STATES DEPARTMENT OF LABOR
EMPLOYMENT AND TRAINING ADMINISTRATION

Monitoring Report

Iowa Workforce Development

Unemployment Insurance Benefit Payment Control Program

*Issued by the Chicago Regional Office
September 9, 2013*

Image 3

1 UI Benefit Payment Control Review – Des Moines, IA

EXECUTIVE SUMMARY

The U.S. Department of Labor, Employment and Training Administration (ETA) recently conducted a review of the Unemployment Insurance (UI) Benefit Payment Control (BPC) Program in Iowa Workforce Development (IWD). The purpose of the review was to evaluate the management and administration of the BPC operation, to analyze the State's law and policy, and the performance of the BPC operation in the areas of prevention, detection, investigation, collection and prosecution for both nonfraud and fraud overpayments in order to determine if the program is operating in compliance with Federal regulations.

The reviewer identified the following findings:

- **Finding 1:** The data on the ETA 9016 Alien Claims Activities Report submitted was

incorrect and does not accurately reflect the information obtained from Systematic Alien Verification for Entitlement (SAVE) system about an alien's immigration status that

supports the determination of the alien's eligibility for unemployment compensation.

Required Action: The state must verify alien status of every new and additional claim through the SAVE system. The state must ensure all data is corrected and resubmitted as required in the ET Handbook No. 401, Unemployment Insurance Reports Handbook.

The state should also assess whether internal policies or procedures need to be updated, and whether training is needed to ensure this requirement is fulfilled on a consistent basis.

- **Finding 2:** Claimants prosecuted for UI fraud are ordered to make restitution via wage garnishment facilitated through the 99 county sheriffs' offices. Under this process, the payments are not forwarded to the state in a timely manner. Withholding of moneys destined for the state is contrary to the mandates put forward in the Unemployment Insurance Program Letter (UIPL) No. 22-96 The Immediate Deposit and Withdrawal Standards.

Required Action: The state must put in place policy and procedures with the county sheriffs' offices to facilitate the return of UI moneys to the Unemployment Trust Fund (UTF).

Image 4

2 UI Benefit Payment Control Review – Des Moines, IA

• **Finding 3:** The data on the ETA 227 Overpayment Detection and Recovery Activities Report submitted was incorrect and does not accurately reflect the activities that the state is undertaking to establish and recover overpayments. Several coding issues were identified with the ETA 227 Report.

Required Action: The state must program the updated version of the ETA 227 Report in accordance with UIPL No. 08-12, review the report for accuracy and ensure all data is corrected and resubmitted as required in the ET Handbook No. 401, Unemployment Insurance Reports Handbook.

• **Finding 4:** Ten of the 20 overpayment cases reviewed took two to six months to establish an overpayment determination from the receipt of the wage verification from both the employer and the claimant.

Required Action: The state must take immediate corrective action to address the backlog of cases and establish overpayments promptly and prior to a determination of an individual's right to benefits, such facts pertaining thereto as will be sufficient to ensure the payment of benefits when due.

There are no questioned costs related to this review.

An official response to the finding and corrective action outlined above must be submitted to this Regional Office within 30 days of receipt of this report.

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Image 5

3 UI Benefit Payment Control Review – Des Moines, IA

REVIEW SCOPE

Dates of Review

July 29-31, 2013

Site(s) Visited

IWD

Des Moines, IA

ETA Reviewer(s)

Steffanie Belmonte, UI Program Specialist, Region V

Program Reviewed

UI BPC Program

Time Period for Data Covered in Review

N/A

Date of Exit Conference

July 31, 2013

In Attendance

Mike Wilkinson, Division Administrator, IWD
Dave Eklund, Regional Operations Manager, IWD

The purpose of the review was to:

- Evaluate the State's BPC program for compliance with provisions contained in law, regulations and procedures;
- Review the State's BPC operation as it relates to the prevention, detection, investigation, collection and prosecution for nonfraud and fraud overpayments;
- Review of case files; and
- Identify any technical assistance needs.

ETA reviewed the State's responses on the BPC Federal Review Guide for State Unemployment Insurance Operations; examined State policies and procedures; reviewed ETA 9016 Alien Claims Activities Reports and ETA 227 Overpayment Detection and Recovery Activities Reports for the previous three calendar years; and observed program operational processes.

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Image 6

4 UI Benefit Payment Control Review – Des Moines, IA

REVIEW SCOPE – Basis for Review

The reviewer used the ETA BPC Federal Review Guide for State UI Operations as the primary tools for conducting the review. The following areas of the BPC Review Guide were covered in the review:

- Three Year Comparison of BPC Performance with Claims Activities
- State Law Provisions for Fraud and Overpayments
- Part I: Organization and Management
- Part II: Detection of Overpayments
- Part III: Investigations
- Part IV: Determinations
- Part V: Prosecutions
- Part VI: Fictitious Employers
- Part VII: Collection of Overpayments
- Part VIII: Maintenance and Evaluation of Administrative Data
- Part IX: Local Office Operations
- Part X: Case Review
- Part XI: New Initiatives

The review did not cover any areas outside the defined scope. Although no material issues came to the reviewers' attention other than those contained in this report, there is no assurance that other issues may not exist.

BACKGROUND

Overpayment prevention and detection are central to effective UI administration, and the Department has made reducing overpayments a priority. The reduction of overpayments within the UI program remains one of the Secretary of Labor's primary goals, and the Detection of Overpayments is included as part of UI Performs as a Core Measure. ETA staff conducted this review, consistent with the objectives of the U.S. Department of Labor's "UI Performs," a comprehensive performance system in which the state and federal government work together as

partners to strengthen the UI system. One of the primary goals of the system is to achieve continuous improvement of overall performance quality.

COMPLIANCE FINDINGS

Finding #1: ETA 9016 Report – Reporting Errors and Validity of Data (Part II – Detection of Overpayments)

The ETA 9016 Alien Claims Activities Report is designed so ETA and the state can monitor an alien's immigration status that will allow them to determine the alien's eligibility for unemployment compensation. To facilitate the required verification, the Immigration and Naturalization Service (INS), developed the Systematic Alien Verification for Entitlement

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Image 7

5 UI Benefit Payment Control Review – Des Moines, IA

(SAVE) system. The information provided on the report assesses the magnitude of alien claims and issues affecting eligibility; make decisions as to the appropriateness and value of state use of the SAVE system; and determine whether a state's administrative costs associated with SAVE are reasonable.

The data on the ETA 9016 Reports submitted was incorrect and does not accurately reflect the information obtained from SAVE about an alien's immigration status that will allow the determination of the alien's eligibility for unemployment compensation. The reporting issues

identified were:

Line 2, Number of Claimants Whose Alien Status was Verified through the INS Primary

System, the state is not verifying every new and additional claims filed during the quarter

where the claimant indicated or was otherwise discovered not to be a citizen of the United

States through the SAVE system.

Required Action: The state must verify alien status of every new and additional claim through the SAVE system. The state must ensure all data is corrected and resubmitted as required in the ET Handbook No. 401, Unemployment Insurance Reports Handbook. The state should also assess whether internal policies or procedures need to be updated, and whether training is needed to ensure this requirement is fulfilled on a consistent basis.

Finding #2: Immediate Deposit and Withdrawal Standards

(Part V – Prosecutions)

Claimants prosecuted for UI fraud are ordered to make restitution via wage garnishment

facilitated through the 99 county sheriffs' offices. The sheriffs' offices will hold the garnished

wages until the full amount requested is recovered or the maximum amount is garnished for the

calendar year under Iowa law. The sheriffs' offices then forward the funds to IWD. There is no

uniform system by which these 99 county sheriff's offices submit restitution payments to the

state; the process varies from county to county. Under this process, the payments are not

forwarded to the state in a timely manner. Withholding of moneys destined for the state is

contrary to the mandates put forward in the Unemployment Insurance Program Letter (UIPL)

No. 22-96 The Immediate Deposit and Withdrawal Standards.

The Unemployment Insurance Program Letter (UIPL) No. 22-96 The Immediate Deposit and Withdrawal Standards clearly delineates the responsibility of state agencies to deposit moneys designated for the Unemployment Trust Fund (UTF) to be deposited in a timely manner. The UIPL indicates in part..." Section 3304(a)(3), FUTA, requires as a condition of employers in a State receiving credit against the Federal unemployment tax, that:

All money received in the unemployment fund shall...immediately upon such receipt be paid over to the Secretary of Treasury to the credit of the Unemployment Trust Fund established by Section 904 of the Social Security Act.

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Image 8

6 UI Benefit Payment Control Review – Des Moines, IA

This "immediate deposit" requirement is also found in Section 303(a)(4), SSA, as a condition for a State receiving administrative grants. The UIPL continues:

When Moneys Become Part of a State's Unemployment Fund. Moneys need not be in any of the three main parts to be in the fund. The exact time moneys become part of the State's unemployment fund is statutorily controlled by the immediate deposit requirement which requires the payment by the State of "all money received in the unemployment fund...immediately upon such receipt" to the Secretary of Treasury to the credit

of the
UTF.

The Department interprets the phrase "received in the unemployment fund" to mean that any money received for purpose of the trust (i.e., the payment of UC) is "in" the State's unemployment fund at the instant of its receipt by the State or its agent. This interpretation assures that transfers of moneys in a State's possession are not delayed, thereby giving effect to the immediate deposit requirement that all moneys be immediately paid over to the UTF and assuring the beneficiary has forwarded moneys to the trustee for investment.

Required Action: The state must put in place policy and procedures with the county sheriffs' offices to facilitate the return of UI moneys to the UTF.

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(Part VIII – Maintenance and Evaluation of Administration Data)

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7 UI Benefit Payment Control Review – Des Moines, IA

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8 UI Benefit Payment Control Review – Des Moines, IA

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Suggestion: ETA recommends that the state direct additional resources to the recovery of UI overpayments so the state meets the UI overpayment recovery measure that will take effect in FY 2015.

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eta UNITED STATES DEPARTMENT OF LABOR EMPLOYMENT AND TRAINING ADMINISTRATION

Message: Iowa Benefit Payment Control Program Monitoring Report

Case Information:

Message Type: Exchange
Message Direction: External, Inbound
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:16 PM
Item ID: 40861531
Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

 **Iowa Benefit Payment Control Program Monitoring Report**

From Svee, Cheryl - ETA **Date** Tuesday, September 10, 2013 10:38 AM
To Wahlert, Teresa [IWD]; Wilkinson, Michael [IWD]; Eklund, David [IWD]
Cc RO5-RA-CHI, Official - ETA; OSS, ETAR5 - ETA; Belmonte, Steffanie - ETA

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Image 1

U.S. Department of Labor

September 10, 2013

Teresa Wahlert, Director
Iowa Workforce Development
1000 E. Grand Avenue
Des Moines, IA 50319-0209

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Sincerely,

Byron Zuidema
Regional Administrator

cc:

Mike Wilkinson
Dave Eklund

U.S. Department of Labor

**Employment and Training Administration
REGION V**

John C. Kluczynski Building

230 South Dearborn Street, 6
th Floor

Chicago, IL 60604-1505

<http://www.doleta.gov/regions/reg05>

Image 2

Iowa Workforce Development Unemployment Insurance Benefit Payment Control
Program Issued by the Chicago Regional Office September 9, 2013 EMPLOYMENT AND
TRAINING ADMINISTRATION

eta

UNITED STATES DEPARTMENT OF LABOR
EMPLOYMENT AND TRAINING ADMINISTRATION

Monitoring Report

Iowa Workforce Development

Unemployment Insurance Benefit Payment Control Program

*Issued by the Chicago Regional Office
September 9, 2013*

Image 3

1 UI Benefit Payment Control Review – Des Moines, IA

EXECUTIVE SUMMARY

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Image 4

2 UI Benefit Payment Control Review – Des Moines, IA

- **Finding 3:** The data on the ETA 227 Overpayment Detection and Recovery Activities Report submitted was incorrect and does not accurately reflect the activities that the state is undertaking to establish and recover overpayments. Several coding issues were identified with the ETA 227 Report.

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Required Action: The state must take immediate corrective action to address the backlog of cases and establish overpayments promptly and prior to a determination of an individual's right to benefits, such facts pertaining thereto as will be sufficient to ensure the payment of benefits when due.

There are no questioned costs related to this review.

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eta UNITED STATES DEPARTMENT OF LABOR EMPLOYMENT AND TRAINING ADMINISTRATION

Image 5

3 UI Benefit Payment Control Review – Des Moines, IA

REVIEW SCOPE

Dates of Review

July 29-31, 2013

Site(s) Visited

IWD

Des Moines, IA

ETA Reviewer(s)

Steffanie Belmonte, UI Program Specialist, Region V

Program Reviewed

UI BPC Program

Time Period for Data Covered in Review

N/A

Date of Exit Conference

July 31, 2013

In Attendance

Mike Wilkinson, Division Administrator, IWD
Dave Eklund, Regional Operations Manager, IWD

The purpose of the review was to:

- Evaluate the State's BPC program for compliance with provisions contained in law, regulations and procedures;
- Review the State's BPC operation as it relates to the prevention, detection, investigation, collection and prosecution for nonfraud and fraud overpayments;
- Review of case files; and
- Identify any technical assistance needs.

ETA reviewed the State's responses on the BPC Federal Review Guide for State Unemployment

Insurance Operations; examined State policies and procedures; reviewed ETA 9016 Alien

Claims Activities Reports and ETA 227 Overpayment Detection and Recovery Activities

Reports for the previous three calendar years; and observed program operational processes.

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REVIEW SCOPE – Basis for Review

The reviewer used the ETA BPC Federal Review Guide for State UI Operations as the primary tools for conducting the review. The following areas of the BPC Review Guide were covered in the review:

- Three Year Comparison of BPC Performance with Claims Activities
- State Law Provisions for Fraud and Overpayments
- Part I: Organization and Management
- Part II: Detection of Overpayments
- Part III: Investigations
- Part IV: Determinations
- Part V: Prosecutions
- Part VI: Fictitious Employers
- Part VII: Collection of Overpayments
- Part VIII: Maintenance and Evaluation of Administrative Data
- Part IX: Local Office Operations
- Part X: Case Review
- Part XI: New Initiatives

The review did not cover any areas outside the defined scope. Although no material issues came to the reviewers' attention other than those contained in this report, there is no assurance that other issues may not exist.

BACKGROUND

Overpayment prevention and detection are central to effective UI administration, and the Department has made reducing overpayments a priority. The reduction of overpayments within the UI program remains one of the Secretary of Labor's primary goals, and the Detection of Overpayments is included as part of UI Performs as a Core Measure. ETA staff conducted this review, consistent with the objectives of the U.S. Department of Labor's "UI Performs," a comprehensive performance system in which the state and federal government work together as

partners to strengthen the UI system. One of the primary goals of the system is to achieve continuous improvement of overall performance quality.

COMPLIANCE FINDINGS

Finding #1: ETA 9016 Report – Reporting Errors and Validity of Data (Part II – Detection of Overpayments)

The ETA 9016 Alien Claims Activities Report is designed so ETA and the state can monitor an alien's immigration status that will allow them to determine the alien's eligibility for unemployment compensation. To facilitate the required verification, the Immigration and Naturalization Service (INS), developed the Systematic Alien Verification for Entitlement

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(SAVE) system. The information provided on the report assesses the magnitude of alien claims and issues affecting eligibility; make decisions as to the appropriateness and value of state use of the SAVE system; and determine whether a state's administrative costs associated with SAVE are reasonable.

The data on the ETA 9016 Reports submitted was incorrect and does not accurately reflect the information obtained from SAVE about an alien's immigration status that will allow the determination of the alien's eligibility for unemployment compensation. The reporting issues

identified were:

Line 2, Number of Claimants Whose Alien Status was Verified through the INS Primary

System, the state is not verifying every new and additional claims filed during the quarter

where the claimant indicated or was otherwise discovered not to be a citizen of the United

States through the SAVE system.

Required Action: The state must verify alien status of every new and additional claim through the SAVE system. The state must ensure all data is corrected and resubmitted as required in the ET Handbook No. 401, Unemployment Insurance Reports Handbook. The state should also assess whether internal policies or procedures need to be updated, and whether training is needed to ensure this requirement is fulfilled on a consistent basis.

Finding #2: Immediate Deposit and Withdrawal Standards

(Part V – Prosecutions)

Claimants prosecuted for UI fraud are ordered to make restitution via wage garnishment

facilitated through the 99 county sheriffs' offices. The sheriffs' offices will hold the garnished

wages until the full amount requested is recovered or the maximum amount is garnished for the

calendar year under Iowa law. The sheriffs' offices then forward the funds to IWD. There is no

uniform system by which these 99 county sheriff's offices submit restitution payments to the

state; the process varies from county to county. Under this process, the payments are not

forwarded to the state in a timely manner. Withholding of moneys destined for the state is

contrary to the mandates put forward in the Unemployment Insurance Program Letter (UIPL)

No. 22-96 The Immediate Deposit and Withdrawal Standards.

The Unemployment Insurance Program Letter (UIPL) No. 22-96 The Immediate Deposit and Withdrawal Standards clearly delineates the responsibility of state agencies to deposit moneys designated for the Unemployment Trust Fund (UTF) to be deposited in a timely manner. The UIPL indicates in part..." Section 3304(a)(3), FUTA, requires as a condition of employers in a State receiving credit against the Federal unemployment tax, that:

All money received in the unemployment fund shall...immediately upon such receipt be paid over to the Secretary of Treasury to the credit of the Unemployment Trust Fund established by Section 904 of the Social Security Act.

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This "immediate deposit" requirement is also found in Section 303(a)(4), SSA, as a condition for a State receiving administrative grants. The UIPL continues:

When Moneys Become Part of a State's Unemployment Fund. Moneys need not be in any of the three main parts to be in the fund. The exact time moneys become part of the State's unemployment fund is statutorily controlled by the immediate deposit requirement which requires the payment by the State of "all money received in the unemployment fund...immediately upon such receipt" to the Secretary of Treasury to the credit

of the
UTF.

The Department interprets the phrase "received in the unemployment fund" to mean that any money received for purpose of the trust (i.e., the payment of UC) is "in" the State's unemployment fund at the instant of its receipt by the State or its agent. This interpretation assures that transfers of moneys in a State's possession are not delayed, thereby giving effect to the immediate deposit requirement that all moneys be immediately paid over to the UTF and assuring the beneficiary has forwarded moneys to the trustee for investment.

Required Action: The state must put in place policy and procedures with the county sheriffs' offices to facilitate the return of UI moneys to the UTF.

Finding #3: ETA 227 Report - Reporting Errors and Validity of Data
(Part VIII – Maintenance and Evaluation of Administration Data)

The ETA 227 Overpayment Detection and Recovery Activities Report is designed so ETA and the state can monitor the integrity of the benefit payment processes in the UI system. The principal detection areas of benefit payment control are shown on the report. Data are provided for the establishment of overpayments, recoveries of overpayments, criminal and civil actions involving overpayments obtained fraudulently, and an aging schedule of outstanding benefit overpayment account. The recorded data is reviewed to assure that the state's system is operating in an efficient and cost effective manner and meets the requirements in accordance with Section 303(a)(6), SSA, requires:

“the making of such reports, in such form and containing such information, as the Secretary of Labor may from time to time require, and compliance with such provisions as the Secretary of Labor may from time to time find necessary to assure the correctness and verification of such reports”

The data on the ETA 227 Report submitted was incorrect and does not accurately reflect the activities that the state is undertaking to establish and recover overpayments. Because the state has not programmed the updated version of the ETA 227 Report in accordance with UIPL No. 08-12 Consolidation of the Employment and Training Administration (ETA) 9000 and ETA 227 Reports issued on January 11, 2012, the coding issues identified were:

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cumulative
payments made during or prior to the reporting quarter.

Section B. Overpayments Established – Methods of Detection; Line 204, State Directory of New Hire (SDNH), the line is not populated with the total cases investigated and established through the use of the SDNH. The SDNH cases are combined with Line 210, National Directory of New Hires.

Section D. Criminal/Civil Actions; Line 404, Number of Convictions Obtained, in Calendar Year (CY) 2012 the line item indicates 277 convictions obtained, however, in reviewing the number of fraud cases only 13 were referred for prosecution. It was determined during discussions with the state it was a typographical error.

Section D. Criminal/Civil Actions; Line 405, Number of Cases Referred for Civil Action, in CY 2012 the state decreased their activity and referred one case for civil action when compared to previous years the referral rate was approximately 16-18 cases.

Section D. Criminal/Civil Actions; Line 406, Number of Civil Actions Obtained, in CY 2012 because the state decreased their activity only one case received civil action.

Required Action: The state must program the updated version of the ETA 227 Report in accordance with UIPL No. 08-12, review the report for accuracy and ensure all data is corrected and resubmitted as required in the ET Handbook No. 401, Unemployment Insurance Reports Handbook.

Finding #4: Determination Timeliness
(Part XI – Case Review)

Ten of the 20 overpayment cases reviewed took two to six months to establish an overpayment determination from the receipt of the wage verification from both the employer and the claimant.

Section 303(a)(1), of the Social Security Act (SSA), requires, as a condition for a State to receive administrative grants for the Unemployment Compensation program, that a State law include provision for:

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Impact

8th US Circuit Court of Appeals Decision - *Miss. M. Co. v. EAC*

The court held that the EAC's interpretation of the SSA's overpayment provisions was not reasonable. The court found that the EAC's interpretation was inconsistent with the plain language of the statute and the intent of Congress. The court also found that the EAC's interpretation was arbitrary and capricious.

The court's decision is significant because it is the first time a federal court has ruled against the EAC's interpretation of the SSA's overpayment provisions. This decision could have a major impact on the way the EAC handles overpayment cases.

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Implementing the Java Decision's Requirements, Attachment to UIPL No. 11-45 Promptness of Determination and Payment.

The state has lost experienced staff through attrition and has been unable to fill vacancies to effectively investigate and make timely determinations on all overpayment cases. When a BPC unit is not properly staffed the impact on program integrity can ultimately affect the state's performance.

Required Action: The state must take immediate corrective action to address the back log of cases and establish overpayments promptly and prior to a determination of an individual's right to benefits, such facts pertaining thereto as will be sufficient reasonably to ensure the payment of benefits when due.

Area of Concern #1: Collections Activity (Part XI – Case Review)

Fifteen of the 20 overpayment cases reviewed recovery was not obtained. The UI overpayment recovery measure that is addressed in UIPL No. 09-13 is based on the ETA 227 and ETA 227 EUC data for the Improper Payments Information Act (IPIA), period July 1, 2012 to June 30, 2013. A state that fails to meet the Acceptable Levels of Performance for the 2013 IPIA reporting period will be expected to develop a CAP as part of the FY 2015 SQSP.

Suggestion: ETA recommends that the state direct additional resources to the recovery of UI overpayments so the state meets the UI overpayment recovery measure that will take effect in FY 2015.

- End of Report -

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