Message: Fwd: Tip Sheet regarding off duty conduct policies

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:28 PM
Item ID:	40861761
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ **Fwd: Tip Sheet regarding off duty conduct policies**

From	Wahlert, Teresa [IWD]	**Date**	Friday, November 08, 2013 2:48 PM
To	Olivencia, Nicholas [IWD]		
Cc			

📄 **tipsheet.doc** (30 Kb HTML) 📄 **ATT00001.htm** (1 Kb HTML)

Comments?

- Teresa Wahlert

Begin forwarded message:

> **From:** "Hendricksmeyer, Bonny [IWD]" <Bonny.Hendricksmeyer@iwd.iowa.gov>
> **Date:** November 8, 2013 at 11:23:54 AM CST
> **To:** "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>
> **Subject: Tip Sheet regarding off duty conduct policies**

Off Duty Conduct

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

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

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

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

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

TIPS:

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

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

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

Message: RE: Tip Sheet regarding off duty conduct policies

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:28 PM
Item ID:	40861764
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ RE: Tip Sheet regarding off duty conduct policies

From	Olivencia, Nicholas [IWD]	**Date**	Friday, November 08, 2013 5:51 PM
To	Wahlert, Teresa [IWD]		
Cc			

I think this needs some help. If it is ok with you, I'll add to this, and try and be a little friendlier to employers trying to understand what this means.

From: Wahlert, Teresa [IWD]
Sent: Friday, November 08, 2013 2:48 PM
To: Olivencia, Nicholas [IWD]
Subject: Fwd: Tip Sheet regarding off duty conduct policies

Comments?

- Teresa Wahlert

Begin forwarded message:

From: "Hendricksmeyer, Bonny [IWD]"
<Bonny.Hendricksmeyer@iwd.iowa.gov<mailto:Bonny.Hendricksmeyer@iwd.iowa.gov>>
Date: November 8, 2013 at 11:23:54 AM CST
To: "Wahlert, Teresa [IWD]"
<Teresa.Wahlert@iwd.iowa.gov<mailto:Teresa.Wahlert@iwd.iowa.gov>>
Subject: Tip Sheet regarding off duty conduct policies

Message: Fwd: tip sheet
_____

Case Information:

Message Type: Exchange
Message Direction: Internal
Case: IWD Senator Petersen Request - Version 3
Capture Date: 7/10/2014 1:32:28 PM
Item ID: 40861780
Policy Action: Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ **Fwd: tip sheet**

From	Wahlert, Teresa [IWD]	**Date**	Wednesday, November 20, 2013 2:29 AM
To	Wilkinson, Michael [IWD]; Bervid, Joseph [IWD]; Olivencia, Nicholas [IWD]		
Cc			

📄 **tipsheet.doc** (32 Kb HTML) 📄 **ATT00001.htm** (1 Kb HTML)

Have you all had input to this?

- Teresa Wahlert

Begin forwarded message:

> **From:** "Hendricksmeyer, Bonny [IWD]" <Bonny.Hendricksmeyer@iwd.iowa.gov>
> **Date:** November 15, 2013 at 7:00:42 AM CST
> **To:** "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>
> **Subject: tip sheet**

Off Duty Conduct

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

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

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

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

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

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

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

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

The Supreme Court emphasized this specific rule as the reason for the disqualification. The rule was broad, general and all encompassing. The claimant was disqualified for violating that rule, not because of selling the cocaine per se.

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

TIPS:

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

TWO: The policy should state clearly what will happen to the employee for violation of the rule, such as "Subject to immediate discharge" or "Disciplinary action up to and including discharge."

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

Message: Re: tip sheet

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:28 PM
Item ID:	40861785
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ **Re: tip sheet**

From	Wahlert, Teresa [IWD]	**Date**	Wednesday, November 20, 2013 11:28 AM
To	Wilkinson, Michael [IWD]		
Cc	Bervid, Joseph [IWD]; Olivencia, Nicholas [IWD]		

Take your time -do it right

- Teresa Wahlert

On Nov 20, 2013, at 10:53 AM, "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov> wrote:

> All three of us have concerns. We are working on it.
>
> ---
>
> **From:** Wahlert, Teresa [IWD]
> **Sent:** Wednesday, November 20, 2013 2:29 AM
> **To:** Wilkinson, Michael [IWD]; Bervid, Joseph [IWD]; Olivencia, Nicholas [IWD]
> **Subject:** Fwd: tip sheet
>
> Have you all had input to this?
>
> - Teresa Wahlert
>
> Begin forwarded message:
>
>> **From:** "Hendricksmeyer, Bonny [IWD]" <Bonny.Hendricksmeyer@iwd.iowa.gov>
>> **Date:** November 15, 2013 at 7:00:42 AM CST
>> **To:** "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>
>> **Subject:** tip sheet
>
> <tipsheet.doc>

Message: Re: Tip Sheet regarding off duty conduct policies

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:28 PM
Item ID:	40861763
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ Re: Tip Sheet regarding off duty conduct policies

From	Wahlert, Teresa [IWD]	**Date**	Friday, November 08, 2013 4:46 PM
To	Hendricksmeyer, Bonny [IWD]		
Cc			

Do any if your co-workers have ideas ?

- Teresa Wahlert

On Nov 8, 2013, at 4:36 PM, "Hendricksmeyer, Bonny [IWD]" <Bonny.Hendricksmeyer@iwd.iowa.gov> wrote:

> These are the only "tips" I know to give. The bank could not have done anything in this case because the flaw was in their written policy. It all goes back to what the policy says. My tip sheet says what the policy should say. It must be broad and all encompassing as in the cited case law.
>
> If you want to discuss this further I will be working in the office next week we can meet and you can give me a better idea of that for which you are looking in this tip sheet.

From: Wahlert, Teresa [IWD]
Sent: Friday, November 08, 2013 2:50 PM
To: Hendricksmeyer, Bonny [IWD]
Subject: Re: Tip Sheet regarding off duty conduct policies

We don't really need the case law. I do not understand how these tips would have assisted the bank - so there must be more to add

- Teresa Wahlert

On Nov 8, 2013, at 11:24 AM, "Hendricksmeyer, Bonny [IWD]" <Bonny.Hendricksmeyer@iwd.iowa.gov> wrote:

Message: Re: Tip Sheet regarding off duty conduct policies

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:28 PM
Item ID:	40861765
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ **Re: Tip Sheet regarding off duty conduct policies**

From	Wahlert, Teresa [IWD]	**Date**	Friday, November 08, 2013 6:17 PM
To	Olivencia, Nicholas [IWD]		
Cc			

Yes

- Teresa Wahlert

> On Nov 8, 2013, at 5:50 PM, "Olivencia, Nicholas [IWD]"
<Nicholas.Olivencia@iwd.iowa.gov> wrote:
>
> I think this needs some help. If it is ok with you, I'll add to this, and try and be a little friendlier to employers trying to understand what this means.
> _____
> From: Wahlert, Teresa [IWD]
> Sent: Friday, November 08, 2013 2:48 PM
> To: Olivencia, Nicholas [IWD]
> Subject: Fwd: Tip Sheet regarding off duty conduct policies
>
> Comments?
>
> - Teresa Wahlert
>
> Begin forwarded message:
>
> From: "Hendricksmeyer, Bonny [IWD]"
<Bonny.Hendricksmeyer@iwd.iowa.gov<mailto:Bonny.Hendricksmeyer@iwd.iowa.gov>>

> Date: November 8, 2013 at 11:23:54 AM CST
> To: "Wahlert, Teresa [IWD]"
<Teresa.Wahlert@iwd.iowa.gov<mailto:Teresa.Wahlert@iwd.iowa.gov>>
> Subject: Tip Sheet regarding off duty conduct policies
>
>

Message: Fwd: Tip Sheet regarding off duty conduct policies

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:28 PM
Item ID:	40861766
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ **Fwd: Tip Sheet regarding off duty conduct policies**

From	Wahlert, Teresa [IWD]	**Date**	Friday, November 08, 2013 6:48 PM
To	Olivencia, Nicholas [IWD]		
Cc			

FYI

- Teresa Wahlert

Begin forwarded message:

> **From:** "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>
> **Date:** November 8, 2013 at 4:46:25 PM CST
> **To:** "Hendricksmeyer, Bonny [IWD]" <Bonny.Hendricksmeyer@iwd.iowa.gov>
> **Subject: Re: Tip Sheet regarding off duty conduct policies**
>
> Do any if your co-workers have ideas ?
>
> - Teresa Wahlert
>
> On Nov 8, 2013, at 4:36 PM, "Hendricksmeyer, Bonny [IWD]" <Bonny.Hendricksmeyer@iwd.iowa.gov> wrote:
>
>> These are the only "tips" I know to give. The bank could not have done anything in this case because the flaw was in their written policy. It all goes back to what the policy says. My tip sheet says what the policy should say. It must be broad and all encompassing as in the cited case law.
>>
>> If you want to discuss this further I will be working in the office next week we can meet and you can give me a better idea of that for which you are looking in this tip sheet.

From: Wahlert, Teresa [IWD]
Sent: Friday, November 08, 2013 2:50 PM
To: Hendricksmeyer, Bonny [IWD]
Subject: Re: Tip Sheet regarding off duty conduct policies

We don't really need the case law. I do not understand how these tips would have assisted the bank - so there must be more to add

- Teresa Wahlert

On Nov 8, 2013, at 11:24 AM, "Hendricksmeyer, Bonny [IWD]"
<Bonny.Hendricksmeyer@iwd.iowa.gov> wrote:

       <tipsheet.doc>

Message: Re: Tip Sheet regarding off duty conduct policies

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:28 PM
Item ID:	40861772
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ **Re: Tip Sheet regarding off duty conduct policies**

From	Wahlert, Teresa [IWD]	**Date**	Sunday, November 10, 2013 10:40 AM
To	Hendricksmeyer, Bonny [IWD]		
Cc	Olivencia, Nicholas [IWD]; Bervid, Joseph [IWD]; Wilkinson, Michael [IWD]		

Thanks - and Nick and Joe and Mike

- Teresa Wahlert

On Nov 9, 2013, at 1:33 PM, "Hendricksmeyer, Bonny [IWD]" <Bonny.Hendricksmeyer@iwd.iowa.gov> wrote:

> I have run it past Devon Lewis and Steve Wise and incorporated their suggestions. I will send it to all the ALJs to see if they have any further input.
>
> ---
>
> **From:** Wahlert, Teresa [IWD]
> **Sent:** Friday, November 08, 2013 4:46 PM
> **To:** Hendricksmeyer, Bonny [IWD]
> **Subject:** Re: Tip Sheet regarding off duty conduct policies
>
> Do any if your co-workers have ideas ?
>
> - Teresa Wahlert
>
> On Nov 8, 2013, at 4:36 PM, "Hendricksmeyer, Bonny [IWD]" <Bonny.Hendricksmeyer@iwd.iowa.gov> wrote:
>
> > These are the only "tips" I know to give. The bank could not have done anything in this case because the flaw was in their written policy. It all goes back to what the policy says. My tip sheet says what the policy should say. It

must be broad and all encompassing as in the cited case law.

If you want to discuss this further I will be working in the office next week we can meet and you can give me a better idea of that for which you are looking in this tip sheet.

From: Wahlert, Teresa [IWD]
Sent: Friday, November 08, 2013 2:50 PM
To: Hendricksmeyer, Bonny [IWD]
Subject: Re: Tip Sheet regarding off duty conduct policies

We don't really need the case law. I do not understand how these tips would have assisted the bank - so there must be more to add

- Teresa Wahlert

On Nov 8, 2013, at 11:24 AM, "Hendricksmeyer, Bonny [IWD]" <Bonny.Hendricksmeyer@iwd.iowa.gov> wrote:

          <tipsheet.doc>

Message: Re: Tip Sheet regarding off duty conduct policies

Case Information:

Message Type: Exchange

Message Direction: Internal

Case: IWD Senator Petersen Request - Version 3

Capture Date: 7/10/2014 1:32:28 PM

Item ID: 40861760

Policy Action: Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ **Re: Tip Sheet regarding off duty conduct policies**

From Wahlert, Teresa [IWD]   **Date** Friday, November 08, 2013 2:50 PM

To   Hendricksmeyer, Bonny [IWD]

Cc

We don't really need the case law. I do not understand how these tips would have assisted the bank - so there must be more to add

- Teresa Wahlert

On Nov 8, 2013, at 11:24 AM, "Hendricksmeyer, Bonny [IWD]" <Bonny.Hendricksmeyer@iwd.iowa.gov> wrote:

　　　<tipsheet.doc>

Message: Re: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:21 PM
Item ID:	40861633
Policy Action:	Not Specified

Mark History:
No reviewing has been done
Policies:
No Policies attached

✉ Re: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

From	Wahlert, Teresa [IWD]	**Date**	Monday, March 03, 2014 1:01 PM
To	Wilkinson, Michael [IWD]		
Cc	Hillary, Teresa [IWD]; Timberland, James [IWD]		

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

Sent from my iPad

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

> I have 5 people on it and I am still not satisfied with the progress. We are still about a month behind. I discovered a problem with the machine forcing staff to "double-key" some documents in validation. Martin got that fixed. I am looking at their processes with the team tomorrow morning. We picked up a lot of work from the peak load.
>
> I will see if I can run down James' documents.
>
> ---
> **From:** Hillary, Teresa [IWD]
> **Sent:** Monday, March 03, 2014 11:20 AM
> **To:** Wilkinson, Michael [IWD]
> **Cc:** Wahlert, Teresa [IWD]; Timberland, James [IWD]
> **Subject:** FW: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt
>
> Mike,
>
> How goes the scanning backlog. As you can see below, appeals continue to have have ALJs who cannot hear and decide a case due to missing documents. Can you give me any ETA on scanning catch up so I can pass that information on the ALJs?
>
> Thank you,
> Teresa H
>
> ---
> **From:** Timberland, James [IWD]
> **Sent:** Monday, March 03, 2014 11:18 AM
> **To:** Benson, Joni [IWD]
> **Cc:** Hillary, Teresa [IWD]
> **Subject:** PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt
>
> Joni,
>
> Please reschedule and send new notice. The 30-day deadline is 3/13/14. The 45-day deadline is 3/28/14.
>
> These cases were set for 11 and 11:05 today.
>
> The need for the reschedule is based exclusively on the backlog in scanning supporting documents onto the agency's server. The issue in the first case deductibility of vacation pay. I cannot decide that type of case without the supp docs, since the info the employer provided at the lower level, and timeliness of that information, are factors the law requires me to consider when deciding the case. The second case is the related overpayment. The outcome of the second case hinges on what happens with the first.
>
> Thanks.
>
> James

Message: Re: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:21 PM
Item ID:	40861628
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ **Re: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt**

From	Wahlert, Teresa [IWD]	Date	Monday, March 03, 2014 1:41 PM
To	Wilkinson, Michael [IWD]		
Cc	Hillary, Teresa [IWD]		

What about the others?

Sent from my iPad

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

> Yes, JoAnn and one of the Temps. We are planning to add two more tomorrow morning.
>
> ---
> **From:** Wahlert, Teresa [IWD]
> **Sent:** Monday, March 03, 2014 1:06 PM
> **To:** Wilkinson, Michael [IWD]
> **Cc:** Hillary, Teresa [IWD]; Timberland, James [IWD]
> **Subject:** Re: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt
>
> Is Joann working on this? Cheryll? Anyone from kerry's group?
>
> Sent from my iPad
>
> On Mar 3, 2014, at 12:48 PM, "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov> wrote:
>
> > I have 5 people on it and I am still not satisfied with the progress. We are still about a month behind. I discovered a problem with the machine forcing staff to "double-key" some documents in validation. Martin got that fixed. I am looking at their processes with the team tomorrow morning. We picked up a lot of work from the peak load.
> >
> > I will see if I can run down James' documents.
> >
> > ---
> > **From:** Hillary, Teresa [IWD]
> > **Sent:** Monday, March 03, 2014 11:20 AM
> > **To:** Wilkinson, Michael [IWD]
> > **Cc:** Wahlert, Teresa [IWD]; Timberland, James [IWD]
> > **Subject:** FW: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt
> >
> > Mike,
> >
> > How goes the scanning backlog. As you can see below, appeals continue to have have ALJs who cannot hear and decide a case due to missing documents. Can you give me any ETA on scanning catch up so I can pass that information on the ALJs?
> >
> > Thank you,
> > Teresa H
> >
> > ---
> > **From:** Timberland, James [IWD]
> > **Sent:** Monday, March 03, 2014 11:18 AM
> > **To:** Benson, Joni [IWD]
> > **Cc:** Hillary, Teresa [IWD]
> > **Subject:** PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt
> >
> > Joni,
> >
> > Please reschedule and send new notice. The 30-day deadline is 3/13/14. The 45-day deadline is 3/28/14.
> >
> > These cases were set for 11 and 11:05 today.
> >
> > The need for the reschedule is based exclusively on the backlog in scanning supporting documents onto the agency's server. The issue in the first case deductibility of vacation pay. I cannot decide that type of case without the supp docs, since the info the employer provided at the lower level, and timeliness of that information, are factors the law requires me to consider when deciding the case. The second case is the related overpayment. The outcome of the second case hinges on what happens with the first.

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

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:21 PM
Item ID:	40861630
Policy Action:	Not Specified

Mark History:

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

Policies:

No Policies attached

✉ **RE: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt**

From	Wilkinson, Michael [IWD]	**Date**	Monday, March 03, 2014 1:33 PM
To	Wahlert, Teresa [IWD]		
Cc	Hillary, Teresa [IWD]		

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

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

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

Sent from my iPad

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

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

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

Mike,

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

Thank you,

Teresa H

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

Joni,

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

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

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

Thanks.

James

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

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:21 PM
Item ID:	40861629
Policy Action:	Not Specified

Mark History:

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

Policies:

No Policies attached

✉ **RE: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt**

From	Wilkinson, Michael [IWD]	**Date**	Monday, March 03, 2014 12:49 PM
To	Hillary, Teresa [IWD]		
Cc	Wahlert, Teresa [IWD]; Timberland, James [IWD]		

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

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

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

Mike,

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

Thank you,
Teresa H

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

Joni,

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

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

The need for the reschedule is based exclusively on the backlog in scanning supporting documents onto the agency's server. The issue in the first case deductibility of vacation pay. I cannot decide that type of case without the supp docs, since the info the

employer provided at the lower level, and timeliness of that information, are factors the law requires me to consider when deciding the case. The second case is the related overpayment. The outcome of the second case hinges on what happens with the first.

Thanks.

James

Message: RE: IWORKS TRAINING

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:11 PM
Item ID:	40861321
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ **RE: IWORKS TRAINING**

From	Hillary, Teresa [IWD]	**Date**	Monday, August 12, 2013 2:59 PM
To	Wahlert, Teresa [IWD]		
Cc			

It was the prior e-mail stream about communication between the alj's in the field and the office staff. You were CC on those e-mails. I just meant b/c we had to call for help on how to use IWORKS, all of us will be having training, clerical and alj on September 12.

If you want me to resend the e-mail about "assistance needed" let me know.

Sorry if that was confusing.

Teresa K. Hillary

Iowa Workforce Development
1000 E Grand Avenue
Des Moines IA 50319

Phone: 515.725.2683
FAX: 515.242.5144

From: Wahlert, Teresa [IWD]
Sent: Monday, August 12, 2013 2:53 PM
To: Hillary, Teresa [IWD]
Cc: Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeyer, 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]
Subject: Re: IWORKS TRAINING

I have no attachments

- Teresa Wahlert

On Aug 12, 2013, at 11:39 AM, "Hillary, Teresa [IWD]" <Teresa.Hillary@iwd.iowa.gov> wrote:

> As you can see from the TPI hearing notice issues, it will be helpful for all of us in Appeals to have IWORKS training. This will be held on September 12 as part of our regularly scheduled staff meeting. More details to follow later.
>
>
> # Teresa K. Hillary
> Iowa Workforce Development
> 1000 E Grand Avenue
> Des Moines IA 50319
>
> Phone: 515.725.2683
> FAX: 515.242.5144

Message: Re: ethical considerations RE: I-Works Training

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:12 PM
Item ID:	40861329
Policy Action:	Not Specified

Mark History:

No reviewing has been done

Policies:

No Policies attached

✉ **Re: ethical considerations RE: I-Works Training**

From	Wahlert, Teresa [IWD]	**Date** Tuesday, August 13, 2013 8:39 AM
To	Mormann, Marlon [IWD]	
Cc	Benson, Joni [IWD]; Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeyer, Bonny [IWD]; Hillary, Teresa [IWD]; Lewis, Devon [IWD]; Nice, Terence [IWD]; Scheetz, Beth [IWD]; Seeck, Vicki [IWD]; Stephenson, Randall [IWD]; Timberland, James [IWD]; Wise, Debra [IWD]; Wise, Steve [IWD]	

Like what?

- Teresa Wahlert

On Aug 13, 2013, at 7:53 AM, "Mormann, Marlon [IWD]" <Marlon.Mormann@iwd.iowa.gov> wrote:

I-Works use may create some ethical issues. We should discuss this at a staff meeting, our status as adjudicator vs. investigator.

Marlon Mormann, Administrative Law Judge 515-265-3512

-----Original Appointment-----
From: Benson, Joni [IWD]
Sent: Monday, August 12, 2013 11:50 AM
To: Ackerman, Susan [IWD]; Donner, Lynette [IWD]; Elder, Julie [IWD]; Hendricksmeyer, 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]; Oatts, Sandra [IWD]; Ziegler, Vanessa [IWD]; Wahlert, Teresa [IWD]; Castillo, Lisa [IWD]
Subject: I-Works Training
When: Thursday, September 12, 2013 1:00 PM-3:00 PM (GMT-06:00) Central Time (US & Canada).
Where: TBD

There will be a 2 hour training session for I-Works during the regularly scheduled ALJ meeting (includes attendance by clerical staff) on Thursday, September 21, 2013.

Message: Fwd: IVR Modifications

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:44 PM
Item ID:	40862058
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ **Fwd: IVR Modifications**

From	Wilkinson, Michael [IWD]	**Date**	Wednesday, March 05, 2014 10:46 AM
To	West, Ryan [IWD]; Eklund, David [IWD]		
Cc			

🖼 **image001.jpg** (3 Kb HTML) 🖼 **ATT00001.htm** (3 Kb HTML) 📄 **IVR- Test_Call_Flow_Scripts_Revised_5-01-2013[1].pdf** (274 Kb HTML) 🖼 **ATT00002.htm** (1 Kb HTML)

Thoughts?

Sent from my iPhone

Begin forwarded message:

> **From:** "Roovaart, Michelle [IWD]" <Michelle.Roovaart@iwd.iowa.gov>
> **Date:** March 5, 2014 at 9:27:50 AM CST
> **To:** "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov>
> **Subject: FW: IVR Modifications**
>
> Mike,
> The IVR flow also needs reviewed as it has changed from what is attached. The calls are no longer directed to voice mail due to the number of calls in queue. There are also other requirements such as the coding for adaptive services and where the IVR is going to get this information.
>
> I have not been provided the information or been informed on how this is expected to work. We had one meeting and when I asked about the adaptive service coding, I was told it was decided and would need to ask a manager to find out what the coding was going to be as that was the protocol. I have not been notified of any meeting since then. The only meetings that I am invited to are the weekly updates on Mondays that you scheduled.
>
> I am confused on what you expect of me as it seems that all my duties are being taken and placed with other staff. This would probably be easier to explain to you in person but the bottom line is that I feel that I am being pushed out and am concerned about what you expect of me and what you think my job duties should include.
>
> Michelle
>
> ---
>
> **From:** Nwizu, Hyginus [IWD]
> **Sent:** Tuesday, March 04, 2014 5:17 PM
> **To:** West, Ryan [IWD]
> **Cc:** Roovaart, Michelle [IWD]; Gannon, David [IWD]; Budrevich, Steven [IWD]; Thielman, Richard [IWD]

Subject: FW: IVR Modifications

If any of these has default in the drop down of the web app (weekly certification), we have to review it. We need to force the claimant to answer the question. We are getting many more number of "Refuse Work" because the default is "True". This can apply to any of these fields below.

```
EVALUATE TRUE
  When WorkStatusCode of KBK06I01-WeeklyClaim (1:10) =
    'DidNotWork'
    set workStatusDidNotWork of kbk060-request to true
  When WorkStatusCode of KBK06I01-WeeklyClaim (1:12) =
    'StillWorking'
    set workStatusstillworking of kbk060-request to true
  When WorkStatusCode of KBK06I01-WeeklyClaim (1:7) =
    'LaidOff'
    set workStatuslaidoff    of kbk060-request to true
  When WorkStatusCode of KBK06I01-WeeklyClaim (1:10) =
    'Discharged'
    set workStatusdischarged  of kbk060-request to true
  When WorkStatusCode of KBK06I01-WeeklyClaim (1:4) =
    'Quit'
    set workStatusquit       of kbk060-request to true
END-EVALUATE


IF AbleAndAvailableIndicator OF KBK06I01-WeeklyClaim =
  boolean-false
  set ableavailableNo of kbk060-request to true
ELSE
  set ableavailableYes of kbk060-request to true
END-IF

IF RefusedWorkIndicator OF KBK06I01-WeeklyClaim =
  boolean-false
  set refusedworkno of kbk060-request to true
ELSE
  set refusedworkyes of kbk060-request to true
END-IF


IF VacationSeverancePay OF KBK06I01-WeeklyClaim < 0
  MOVE 0     TO vacationPay OF kbk060-request
ELSE
  IF VacationSeverancePay OF KBK06I01-WeeklyClaim >
    99999.99
    MOVE 99999.99 TO vacationPay OF kbk060-request
  ELSE
    MOVE VacationSeverancePay OF KBK06I01-WeeklyClaim
      TO vacationPay of kbk060-request
  END-IF
END-IF

IF HolidayPay OF KBK06I01-WeeklyClaim < 0
  MOVE 0     TO holidayPay OF kbk060-request
ELSE
  IF HolidayPay OF KBK06I01-WeeklyClaim > 99999.99
    MOVE 99999.99 TO holidayPay OF kbk060-request
  ELSE
    MOVE HolidayPay OF KBK06I01-WeeklyClaim
      to holidayPay of kbk060-request
  END-IF
```

From: West, Ryan [IWD]
Sent: Tuesday, March 04, 2014 5:14 PM
To: Nwizu, Hyginus [IWD]
Subject: FW: IVR Modifications

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

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

From: Roovaart, Michelle [IWD]
Sent: Friday, May 10, 2013 1:18 PM
To: Wilkinson, Michael [IWD]; Eklund, David [IWD]; Boten, Brenda [IWD]; West, Ryan [IWD]; Tryon, Robert [IWD]
Cc: Pearce, Frank [IWD]; Carson, Etha [IWD]
Subject: IVR Modifications

The IVR modifications have been tested and moved to production. I have attached the flow and scripts for your reference.

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

- Image 1
- Image 2
- Image 3
- Image 4
- Image 5
- Image 6
- Image 7
- Image 8
- Image 9
- Image 10
- Image 11
- Image 12
- Image 13
- Image 14
- Image 15
- Image 16
- Image 17
- Image 18
- Image 19
- Image 20
- Image 21
- Image 22
- Image 23
- Image 24
- Image 25
- Image 26
- Image 27
- Image 28
- Image 29
- Image 30
- Image 31
- Image 32
- Image 33
- Image 34
- Image 35
- Image 36
- Image 37
- Image 38
- Image 39

Image 1

System
Available?

No

MSG 10-100 Welcome to the Unemployment Insurance Service
Center, a service of Iowa Workforce Development.
MSG 10-101 For English, Press one.

MSG 10-100 Bienvenido al Centro de Servicio de Seguro de
Desempleo, un servicio de Iowa Workforce Development.
MSG 10-101 Para Espanol oprima dos.

End

UISC Main Menu

MSG 10-103 If you have filed a claim for unemployment insurance benefits, press one. If you are an employer, press two. If you have not filed a claim for unemployment insurance and have general questions, press three.

MSG 10-104 If you have filed a claim for unemployment insurance benefits, press one. If you are an employer, press two. If you have not filed a claim for unemployment insurance and have general questions, press three. If you have questions on Disaster Unemployment Assistance, press four. (This option should only be available during a declared disaster period)

Calls coming into:
877-891-5344
866-239-0843

MSG 30-106 Thank you for contacting Iowa Workforce Development. Our customer service representatives are available 8:00 AM to 8:00 PM Monday through Thursday, 8:00 AM to 7:00 PM on Friday and 9:00 AM to 2:00 PM on Saturday. Please call back during these hours.

MSG 30-107 To file a claim, you may complete an application for benefits online at www.iowaworkforce.org, 24 hours a day, seven days a week. Select "Online Services" and then select "File an Unemployment Insurance Claim".

MSG 30-108 You may file your weekly continued benefit claim Monday through Friday from 7:30 AM to 5:30 PM and 10:00 AM Saturday to 11:30 PM Sunday online at www.iowaworkforce.org, Select "Online Services" and then select "File Your Weekly Continued Claim for Unemployment " or by calling 1 (800) 850-5627.

MSG 10-102 Place holder to insert special message.

Claimant
Flow Start

Revision Date: April 30, 2013

Yes

Employer
Flow Start

CSR
(UI

Questions)

CSR
(DUA)

Incoming
Communication

MSG 10-105 Place Holder to insert special message.

MSG 10-106 For more information Press one. To Continue, Press two. **Need option to turn this on or off.**

2

MSG 10-107 Place Holder to insert special message
details and or instructions concerning the message.
1

1 3 & 42

Business
Hours?

MSG 30-116 (Pause) Please
hang up. Goodbye

MSG 30-106 Thank you for contacting
Iowa Workforce Development. Our
customer service representatives are
available 8AM to 8PM Monday
through Thursday, 8 AM to 7PM on
Friday and 9AM to 2PM on Saturday.
Please call back during these hours.
No

Yes

Image 2

MSG 11-102 You entered...
MSG 11-103 If this is correct, press one,
if this is not correct, press two

Check Claim System for
claim and PIN info on
file for SSN entered.

Claim on
file?

Authenticate

Transferred,
IB1, pending,
etc?

MSG 11-105 Our records show you have a
claim filed in another state. You must contact
that state for information on your claim.

MSG 11-106 Your claim is still being processed.
No information is available at this time.

End

MSG 11-104 We cannot find a
claim under the social security
number you entered.

Routing from: UISC Main
Menu or Claimant Menu

Revision Date: May 01, 2013

Claimant
Flow
Start

CSR

No

Yes

Yes

No

Yes

Business
Hours?

No

End

Yes

2 No

1

No

MSG 30-116 (Pause) Please
hang up. Goodbye

Pending

Trans, IB1, etc

MSG 30-101 To return to the
previous menu, press *.
MSG 30-109 To end this call, press
two or hang up.

MSG 30-116 (Pause) Please
hang up. Goodbye

Claimant Flow Start

MSG 11-100 Please enter your 9
digit Social Security Number

9 digits
entered?

MSG 11-101 You must enter
9 digits. Please try again.

3
rd try?

MSG 30-102 You have exceeded the
maximum number of attempts allowed.

MSG 30-106 Thank you for contacting
Iowa Workforce Development. Our
customer service representatives are
available 8AM to 8PM Monday
through Thursday, 8 AM to 7PM on
Friday and 9AM to 2PM on Saturday.
Please call back during these hours.

Check for CWC-T, IB1
pending processing, etc

Image 3

Incorrect PIN

CSR

Business
Hours?

End

Yes

No

End

MSG 30-116 (Pause) Please hang up. Goodbye

MSG 30-106 Thank you for contacting Iowa Workforce
Development. Our customer service representatives are available
8AM to 8PM Monday through Thursday, 8AM to 7PM on Friday
and 9AM to 2PM on Saturday. Please call back during these hours.

MSG 30-101 To return to the
previous menu, press *.
MSG 30-109 To end this call, press
two or hang up.

MSG 30-116 (Pause) Please
hang up. Goodbye

MSG 12-102 The PIN number
you entered has expired.

Yes

No

Authenticate

Set PIN

Set PIN

Invoke

Authentication

Claimant
Menu
Options

4 digits?

Yes

MSG 12-101 You must enter 4
digits for your PIN number.

Please try again.

3
rd try?

MSG 30-102 You have exceeded the
maximum number of attempts allowed.

Revision Date: May 01, 2013

Claimant
Flow Start

Business
Hours?

No

CSR

(Reset PIN)

MSG 12-100 Please enter your
4 digit PIN number.

PIN

established?

MSG 12-104 The PIN number you
entered does not match our records.
Please Try Again.**MSG 12-103** Your PIN is locked. To reset
your PIN number, you must speak with a
Customer Service Representative.

MSG 12-105 Thank You. Please hold while the
system retrieves your claim information. This
may take up to 1 minute.

Yes

PIN ExpiredSuccessful PIN Locked

Yes

MSG 30-106 Thank you for contacting
Iowa Workforce Development. Our
customer service representatives are
available 8AM to 8PM Monday
through Thursday, 8 AM to 7PM on
Friday and 9AM to 2PM on Saturday.
Please call back during these hours.

No No

Yes

authenticated=false

authenticated = true

Screen pop with SSN, and
reason = PIN Reset

Image 4

MSG 13-105 Please enter a new 4 digit PIN number. Do not use repeated numbers (such as 1111 or 3333) or numbers in sequence (such as 1234).

MSG 30-111 You entered an invalid Mo. Please try again.
MSG 30-112 You entered an invalid Day. Please try again.
MSG 30-113 You entered an invalid Yr. Please try again.
MSG 30-114 You must enter 8 digits. Please try again.

4 digits?

3
rd try?

3
rd try?

MSG 13-107 Your PIN number has been set to

MSG 13-109 The birthdate you entered does not match our records . Please try again.

Establish
PIN

Reason?

MSG 13-110 You have exceeded the maximum number of attempts to set your PIN. You must speak with a CSR.

Authenticate

MSG 13-106 You must enter 4 digits. Please try again.

MSG 30-102 You have exceeded the maximum number of attempts allowed.

MSG 13-108 You must establish a new PIN number. Do not use repeated numbers (such as 1111 or 3333) or numbers in sequence (such as 1234). Please try again.

Claimant
Menu
Options

authentica
ted?

Set PIN

Revision Date: May 01, 2013

MSG 13-100 Please enter your birthdate. For example, June 14, 1966 would be entered as 06,14,1966.

Valid
Date?

Business
Hours?

End

No

Yes

CSR

True

Yes

No

Yes

No

No

False

No

Not Successful

Yes Yes

Successful

Locked

Bad new PIN

Bdate mismatch

MSG 30-101 To return to the previous menu, press *.
MSG 30-109 To end this call, press two or hang up.

MSG 30-116 (Pause) Please hang up. Goodbye

MSG 30-106 Thank you for contacting Iowa Workforce Development. Our customer service representatives are available 8AM to 8PM Monday through Thursday, 8 AM to 7PM on Friday and 9AM to 2PM on Saturday. Please call back during these hours.

Image 5

MSG 14-100 To check on the status of your claim, press one. To file your weekly continued claim, press two. To change personal information, press three. For questions on a scheduled fact finding or to speak with a customer service representative, press four.
MSG 30-100 To repeat this menu press nine.
MSG 30-101 To return to the previous menu, press *.

Claimant Menu Options

Claimant
Menu
Options

Reactivate
Claim

3

1 2

Current
Reporting
Status?

Claim
Expired?
(Past BYE)

MSG 14-102 To check on the status of your claim, press one. To reactivate an existing claim, press two. To change personal information, press three. For questions on a scheduled fact finding or to speak with a customer service representative, press four.
MSG 30-100 To repeat this menu press nine.
MSG 30-101 To return to the previous menu, press *.

MSG 14-101 To check on the status of your claim, press one. To change personal information, press **two.** To speak with a CSR, press three
MSG 30-100 To repeat this menu press nine.
MSG 30-101 To return to the previous menu, press *.

Personal
Info

Fact
Finding

4

Contiued
Claim

Revision Date: April 30, 2013

Benefit
Inquiry

Personal
Info

Benefit
Inquiry

Personal
Info

Fact
Finding

1

2

3

4

Benefit
Inquiry

EUC?

No

Yes

No

No

CSR
(UI

Questions)

3

Yes

1 2

Yes

Business
Hours?

MSG 30-106 Thank you for contacting
Iowa Workforce Development. Our
customer service representatives are
available 8AM to 8PM Monday
through Thursday, 8 AM to 7PM on
Friday and 9AM to 2PM on Saturday.
Please call back during these hours.

Yes

No

End

MSG 30-116 (Pause) Please
hang up. Goodbye

Image 6

Yes No

Yes

BWE-Last
Blank?

No

BWE-Last
Blank?

No

Yes

2

Yes

Yes

No

No

No

MSG 15-106 Please continue to
file your weekly continued claims
and make work search contacts as
previously instructed.

No

No

Yes

Yes

No

Yes

*

Yes

2

Business
Hours?

MSG 30-101 To return to the
previous menu, press *.
MSG 30-109 To end this call,
press two or hang up.

No

MSG 15-119 To speak with a

CSR press one
MSG 30-101 To return to the
previous menu, press *.
MSG 30-109 To end this call,
press two or hang up.

1
*

2

MSG 30-116 (Pause) Please
hang up. Goodbye

MSG 30-116 (Pause)
Please hang up. Goodbye

MSG 15-100 We're sorry. Benefit
information is not available on Saturday,
Sunday or Monday. Please call Tuesday
thru Friday for benefit information.

MSG 15-102 Iowa Workforce Development
is attempting to locate wage information to
make your claim eligible. When Iowa
Workforce Development completes this
process you will be notified of the result.

Pending
Wages?

MSG 15-103 Your claim is being processed. No benefits can be paid
until processing is complete. You will be notified upon resolution.
Issues
Pending?

Claim in
Clear
Status?

MSG 15-105 Payment information
is not available right now. Your
claim is in determination status.Claim in
deter
status?

MSG 15-107 No benefits can be paid on your
claim until you qualify. If you are appealing
your decision, please continue to file your
weekly continued claims and make work search
contacts as previously instructed.

Benefit Inquiry

Claimant
Menu
Options

MSG 30-101 To return to the
previous menu, press *. (Claimant
Menu Options)
MSG 30-109 To end this call, press
two or hang up.

Revision Date: May 01, 2013

MSG 15-108 This information reflects claims activity as of

MSG 15-104 The last week you reported was

End

MSG 15-104 last week you reported was

MSG 15-109 The benefit amount was

MSG 15-111 and was authorized on

MSG 15-112 The last benefit week paid was

MSG 15-113 Payment may vary from benefit amount if you chose tax withholding or owe child support.

Payment
method
warrant?

MSG 15-116 The remaining benefit balance is ...

MSG 15-115 Your payment will be transmitted to your account on

MSG 15-114 Your payment was mailed on

Benefit
Inquiry

Is Disp
Qualified?

MSG 15-101 Your claim is not monetarily eligible at this time.

BWE-Last
Blank?

MSG 15-104 The last week you reported was

MSG 15-110 No Benefit Information is available at this time.

Payment
Info on
file?

Current day
Sat, Sun or
Mon?

MSG 15-117 Place holder to insert special message.
MSG 15-118 Place holder

Yes

No

End

CSR

Yes

Yes

No

MSG 30-106
Thank you for
contacting

Claim Disp is
Qualified

Image 7

Incoming
Communication

System
Available?

MSG 16-102 The Unemployment Insurance Continued Claims
System is available 8 AM to 4:30 PM Mon. through Fri., or Sat.
10 AM to 11:30 PM Sun.. Please call back during these hours.

End

Claimant
Flow
Start

Revision Date: April 09, 2013

MSG 16-100 Welcome to Iowa's unemployment
insurance reporting system.
MSG 16-101 For English, Press one.

MSG 16-100

Bienvenido al sistema de informes de
Iowa seguro de desempleo.
MSG 16-101 Para Espanol oprima dos.

Claimant Menu

MSG 16-103 You may also file your weekly continued claim
online at www.iowaworkforce.org. Select "Online Services"
and then select "File Your Weekly Continued Claim for
Unemployment "

MSG 16-104 Place holder
to insert special message.

MSG 16-105 Place holder

to insert special message.

MSG 16-106 – For more information
Press one. To Continue, Press two.
Need option to turn this on or off.
MSG 16-107 – Place holder

for special message details.

2

1

No

MSG 30-116 (Pause) Please
hang up. Goodbye

Yes

Image 8

yes

No

Continued Claim

MSG 30-101 To return to the
previous menu, press *. (Claimant
Menu Options)
MSG 30-109 To end this call,
press two or hang up.

*

End

1

MSG 30-116 (Pause) Please
hang up. Goodbye

MSG 30-116 (Pause) Please
hang up. Goodbye

MSG 30-116 (Pause) Please
hang up. Goodbye

MSG 17-144 Place holder to insert special message.

1

2

21

2

ExpectedBWE >
CurrentBWE?

MSG 17-100 You are up
to date with your benefit
filings. No other
information is needed at
this time.Yes

No

MSG 17-106 It is important that you answer all questions truthfully.
WARNING! Attempting to claim and receive unemployment insurance
benefits by entering false information can result in loss of benefits,
fines and imprisonment.
MSG 17-143 To show you understand the warning message please
press one now. To show that you do not understand the warning
message press two.

MSG 17-103 Do you wish to file
for the week ending ...
MSG 30-110 If yes, press one. If
no press two.

Yes

MSG 17-122 Enter the gross amount of holiday pay
rounded to the nearest dollar followed by the
pound key. For no pay, enter zero followed by the
pound key.

Group Code
5?
No

2

MSG 17-113 Enter the gross amount of
wages rounded to the nearest dollar
followed by the pound key.

MSG 30-101 To return to the previous
menu, press *. (Claimant Menu Options)
MSG 30-109 To end this call, press two
or hang up.

End

Claimant
Menu
Options

Terms already
accepted?
No

MSG 17-110 Did you work the week ending ...?
MSG 30-110 If yes, press one. If no press two.

1

MSG 17-111 Was this self-employment?
MSG 30-110 If yes, press one. If no press two.

MSG 17-132 Are you now receiving a private
pension or military retirement?
MSG 30-110 If yes, press one. If no press two.

MSG 17-107 You
must show that you
understand this

warning message.

MSG 17-112 Self employment earnings do not
need to be reported. Did you earn any non-selfemployment earnings during the week ending ...
MSG 30-110 If yes, press one. If no press two.

1
2

1

MSG 17-114 You said you worked the
week ending ...

MSG 17-115 If you are still working, press one. If
you are laid-off, press two. If you were
discharged, press three. If you quit, press four.

MSG 17-116 During the week
claimed, you worked and earned
...

21

MSG 17-123 You said you received or will
receive ...
MSG 17-124 ... holiday pay. If this is correct,
press one. If this is not correct, press two.2

MSG 17-125 Enter the gross amount of vacation or
severance pay rounded to the nearest dollar
followed by the pound key. If none was received,
press zero followed by the pound key.

MSG 17-101 Our records
show you must claim
benefits for the week
ending ...

MSG 17-102 before
benefits for the week
ending ...

No

MSG 17-104 Our records show that you
must refile before benefits can be paid.
You may file a claim online at
www.iowaworkforce.org, 24 hours a day,
seven days a week. Select "Online
Services" and then select "File an
Unemployment Insurance Claim".

2

1
st Input? Yes

MSG 17-108 We cannot continue to process your
call. For more information about this warning
message, You must speak with a CSR.

No

1

MSG 17-109 Your weekly continued claim can now

be entered. If you hang up before the system tells
you thank you and that your weekly continued claim
has been filed, your answers will not be recorded
and your payment will not be made.

Yes

MSG 17-117 thru 17-120 and were ...
MSG 17-121 If this is correct, press one. If
this is not correct, press two.

MSG 17-133 Were you ready, willing, able and available
for work during the week ending ...
MSG 30-110 If yes, press one. If no press two.

MSG 17-134 Did you refuse any job offers or
job referrals during the week?
MSG 30-110 If yes, press one. If no press two.

Revision Date: April 09, 2013

Contiued
Claim

DAT? No

MSG 17-135 Enter the number
of employers you contacted
followed by the pound key.

MSG 17-136 Were at least two contacts made
in person?
MSG 30-110 If yes, press one. If no press two.

MSG 17-137 Please remember it is your responsibility to
keep a complete record of your work search contacts, as
directed by the Workforce Development Center, and to
provide a copy if requested.

MSG 17-138 The law imposes penalties for false statements. Do you
certify the statements which you entered are true for the week
ending ...
MSG 17-139 If yes, press one. To hear this statement again, press
two. To cancel your claim, press three.

MSG 17-140 Thank You. Your claim for week ending ...
MSG 17-141 has been filed. To avoid a delay in benefit payments,
please remember you must file each week.

1

MSG 17-105 You may enter your
claim for the week ending ...

Yes

Input=0?

No

Yes

Input=0?

1

MSG 17-126 You said you received or will receive

...

MSG 17-127 ... vacation or severance pay. If this is correct, press one. If this is not correct, press two.

No

Wgs, vac or
hol pay=y?

1

MSG 17-128 The claim for the week ending ...
MSG 17-129 cannot be taken because our records show you should have reported income.

Yes

MSG 17-130 If this is not correct, press one. To change your answer, press two.2

MSG 17-131 Your weekly continued claim cannot be taken until you speak with a CSR. Our records indicate you should have reported income.

No

2

Yes

2

Yes

Last wk
rptd =
current
bwe?

No

Post to claims
system successful?

Yes

Claimant
Menu
Options

MSG 17-142 Iowa's Unemployment Insurance Claims Reporting System is having technical difficulties and is unable to file your weekly continued claim. Please try again later. No

Pension
Reported?

No

Yes

Group
Code = 6?

No

Yes

MSG 30-101 To return to the previous
menu, press *. (Claimant Menu Options)
MSG 30-109 To end this call, press two
or hang up.

3 End

Yes

CurrentBWEExpectedBWE <
7 days?

LastBWE
Reported blank?

Yes

ExpectedBWE=C
urrentBWE =
LastBWE
Reported?

No

Work status
1=still
working
2=laid off
3=fired
4=quit

Image 9

MSG 18-105 Will you receive
severance or vacation pay?
MSG 30-110 If yes, press one. If no,
press two.

2

Determine
Group
Code/
Separation

Work
Search
Requirem
ents

MSG 18-107 You said you started
work on ...

MSG 18-108 You said you last
worked on ...

MSG 18-109 You said the last day you were
or will be paid was ...

MSG 18-110 thru 18-116 You said
you filed your claim ...

MSG 18-117 If this is correct, press one.
If not correct, press two.
1

2

2

Is hard
lock?

Zero balance,
LQE, No
record or
EUC?

No

Yes

MSG 18-125 We are experiencing
technical difficulties, the system was
unable to reactivate your claim at this
time. Please try your call again later.

Unsuccessful

MSG 18-126 Our records indicate that
your claim is in a non-pay status. For more
information you must speak with a CSR

No

Claimant
Menu
Options

1

MSG 30-101 To return to the previous menu, press
*. (Claimant Menu Options)
MSG 30-109 To end this call, press two or hang up.

MSG 18-103 Enter the date you started working for your most recent
employer. For example, July 5, 1998 would be entered as 07,05,1998.

System Issue

Other Issue

MSG 30-116 (Pause)
Please hang up. Goodbye

End

CSR

Business
Hours?

End

MSG 30-116 (Pause) Please
hang up. Goodbye

MSG 30-106 Thank you for contacting Iowa
Workforce Development. Our customer service
representatives are available 8AM to 8PM Monday
through Thursday, 8AM to 7PM on Friday and 9AM to
2PM on Saturday. Please call back during these hours.

Yes

No

Yes

MSG 30-116 (Pause)
Please hang up. Goodbye

MSG 30-116 (Pause)
Please hang up. Goodbye

MSG 18-104 Enter the date you last worked. For example,
January 2, 2012 would be entered as 01,02,2012.

MSG 18-106 Enter the ending
date of the period covered by your
severance or vacation pay. For
example, February 1, 2012 would
be entered as 02,01,2012.

End

1

MSG 18-121 The law imposes penalties for
false statements. Do you certify the
statements which you entered are true?
MSG 18-127 If yes, press one, if no, press
two. To hear this message again, press
three.

Reactivate Existing Claim

Reactivate
Claim

MSG 18-101 Have you worked since ...
MSG 30-110 If yes, press one. If no, press two.

MSG 18-118 Are you able and available
for work? If yes, press one. If no, press
two.

2

MSG 18-102 Have you worked for a different
employer since ...
MSG 30-110 If yes, press one. If no, press two.

1

MSG 18-119 & 18-120 You said you ...
MSG 18-117 If this is correct press
one, if not press two.

2

Update claim system

1

Revision Date: April 30, 2013

2

1

MSG 18-124 Your claim has
been reactivated effective ...

Successful

MSG 30-101 To return to the previous
menu, press *. (Claimant Menu Options)
MSG 30-109 To end this call, press two or
hang up.

2

3
rd

try?

MSG 18-122 You must
certify the statements you
entered are true.

No

MSG 18-123 Contact Iowa Workforce
Development for more information
about this certification statement. We
cannot reactivate your claim at this time.

Yes

MSG 18-100 You are unable to
reactivate your claim using the
telephone system.

1

MSG 30-107 To file a claim, you may
complete an application for benefits
online at www.iowaworkforce.org, 24
hours a day, seven days a week. Select
"Online Services" and then select "File
an Unemployment Insurance Claim".

End

2

1=additional claim ivrReasonCode "21"
2=reopen claim ivrReasonCode "22"

Image 10

Employer

Flow Start

MSG 19-100 To change contact information on a scheduled fact finding, press one. If you have questions on a decision that you received or to speak with a customer service representative, press two. To file a Notice of Separation or Refusal of work, press three.
MSG 30-100 To repeat these options, press nine.
MSG 30-101 To return to the previous menu, press *. (UISC Main)

Routing from: UISC Main

CSR
(UI

Questions)

Employer
Menu

Revision Date: April 30, 2013

CSR
(Fact
Finding)

1
2
3

Image 11

MSG 20-102 The Employer Notice of Separation System is available 8 AM to 4 PM Monday through Friday. Please call back during these hours .

End

Calls coming into:
866-834-9672 (Employer Notice of Separation)
Routing From:
Employer Flow Start

Employer
Notice of
Separation

MSG 20-103 To file a notice of separation or refusal to work, press one.
To speak with a customer service representative, press two.

Transfer to 515281-5387

Employer
Menu

Revision Date: April 09, 2013

MSG 20-100 Welcome to Iowa Workforce Developments Notice of Separation or Refusal of Work Reporting System.
MSG 20-101 For English, Press one.

MSG 20-100 Bienvenido a Iowa Workforce Desarrollos Aviso de Separación o la denegación de Sistema de Trabajo de informes.

MSG 20-101

Para Espanol oprima dos.

Employer Menu

System
Available?

MSG 20-104 Place Holder to insert special message.

MSG 20-105 Place Holder to insert special message.

Yes

No

21

MSG 30-116 (Pause) Please
hang up. Goodbye

Image 12

3

MSG 21-100 Please enter your 8 digit Iowa employer
account number. For example if you have a six digit
account number of 123456 you should enter 00123456

MSG 21-105 If a fact finding interview is
necessary, you will be scheduled for an
interview by telephone. Please enter a
10 digit telephone number beginning with
the area code.

8 Digits?

10 Digits?

MSG 21-107 Please enter the worker's
9 digit social security number.

MSG 21-112 thru 21-115 You selected ...
MSG 21-104 If this is correct, press one. If this is
not correct press two.

MSG 21-111 If the worker Voluntary Quit, press
one. If the worker was discharged for misconduct
in connection with work, press two. If the worker
refused suitable work or recall to work, press
three. If the worker left to take other
employment, press four.

MSG 21-109 Please enter the 8 digit
date of separation or refusal to work.
For example September 7, 2012 would
be entered as 09,07,2012.

MSG 21-116 If a fact finding interview is necessary,
you will be scheduled for an interview by telephone
and contacted at the number you provided.

MSG 21-117 Do you certify the statements you entered are true for the current notice of separation or refusal of work?

MSG 21-118 If yes, press one, to hear the certification statement again press two. To cancel your notice of separation or refusal of work, press three.

9 Digits?

Valid
Date?

MSG 21-121 To enter another notice of separation or refusal of work for the same iowa employer account number, press one. To enter another notice of separation or refusal of work for a different iowa employer account number, press two. If you want to exit the system, press three or hang up now.

MSG 21-120 Your notice of separation or refusal of work has been filed.

End

MSG 21-101 You must enter 8 digits. Please try again.

3
rd try?

MSG 30-102 You have exceeded the maximum number of attempts allowed.

End

MSG 21-106 You must enter 10 digits for the telephone number. Please try again.

3
rd try?

MSG 21-108 You must enter 9 digits. Please try again.3
rd try?

MSG 21-110 You must enter 8 digits for the employment termination date. Please try again.

3
rd try?

MSG 30-102 You have... **MSG 21-102** To speak... End

Employer
Notice of
Separation

Employer Notice of Separation

Revision Date: April 09, 2013

Post to
service

MSG 21-119 Iowa Workforce
Development's Notice of Separation or
Refusal of Work System is having
technical difficulties and is unable to file
your notice of separation or refusal to
work at this time. Please try again later.

MSG 21-122 You entered a date greater than 10
days from the current date. Please reenter a date
that is less than 10 days from the current date.

MSG 21-124 A Notice of separation or refusal of
work for this ssn, emp. & date already exists.

MSG 21-123 –The
employer account # you
have entered is not valid.

MSG 21-102 To
speak..

NoNo

MSG 21-103 You entered ...
MSG 21-104 If this is correct, press
one. If this is not correct press two.

MSG 21-102 To speak with a customer
service representative, please call 2815387 in the Des Moines calling area or
toll free at 1-800-JOB-IOWA.

MSG 30-116 (Pause)
Please hang up.
Goodbye

Yes

Yes

No

1

2

No No

MSG 30-102 You have ... End**MSG 21-102** To speak with a ... **MSG 30-116** (Pause) Please

Yes

1

No

MSG 30-102 You have... End**MSG 21-102** To speak with a ... **MSG 30-116** (Pause) Please

No

MSG 30-116 (Pause)
Please

1

Yes Yes

2

2

ReasonNo

1

Yes2

2

Yes

1

2

MSG 21-125 The
notice of separation
or refusal of work has
been cancelled.

Successful

MSG 21-103 You entered ...
MSG 21-104 If this is correct...

MSG 21-103 You entered ...
MSG 21-104 If this is correct...

MSG 21-103 You entered ...
MSG 21-104 If this is correct...

1

1

2

End

MSG 30-116
(Pause) Please

MSG 30-116 (Pause) Please
hang up. Goodbye

Image 13

PIN Reset Queue

Revision Date: April 30, 2013

DUA Queue

UI Questions
Queue

CSR

Business
Hours?

MSG 22-100 Place holder
to insert special message.

MSG 30-106 Thank you for contacting Iowa
Workforce Development. Our customer service
representatives are available 8:00 AM to 8:00 PM
Monday through Thursday, 8:00 AM to 7:00 PM
on Friday and 9:00 AM to 2:00 PM on Saturday.
Please call back during these hours.

End

Agent
logged on
=0?

MSG 22-102 Staff at the Unemployment
Insurance Service Center are not available
to take your call at this time.

Queue=20?

Queue=
15?

MSG 22-103 Thank you for contacting the Unemployment
Insurance Service Center, a service of Iowa Workforce
Development. There are at least 15 customers waiting so
your wait time could be more than 15 minutes.

MSG 22-104 You may leave a message and a customer service
representative will return your call or you may hold for the next
available customer service representative. If you would like to
leave a message for a customer service representative to return
your call, press one. If you would like to hold for the next
available customer service representative, press two.

Incoming
Communication

Route to option selected

MSG 22-106 Thank you for contacting the
unemployment insurance service center, a service of
Iowa Workforce Development. Please hold for the
next available customer service representative.

Address/other
Changes

Holiday?

MSG 22-101 Thank you for calling the Unemployment
Insurance Service Center, a service of Iowa Workforce
Development. Our office is closed due to the holiday
and our customer service representatives are not
available. Please call back on the next business day.

Fact Finding Queue

MSG 22-115 Place holder
to insert special message.

MSG 30-116 (Pause)
Please hang up.
Goodbye

Yes

No

No

MSG 30-116 (Pause)
Please hang up. Goodbye

End

Yes Yes

No

MSG 22-105 Please be advised
that for quality purposes your
call may be monitored.

MSG 22-114 Voicemail

1

No

Yes

No

Yes End

2

Hold Messages

MSG 22-107 *Music (15 seconds)*
MSG 22-108 *Music (15 seconds)*
MSG 22-107 *Music (15 seconds)*
MSG 22-109 *Music (15 seconds)*
MSG 22-107 *Music (15 seconds)*
MSG 22-110 *Music (15 seconds)*
MSG 22-107 *Music (15 seconds)*
MSG 22-111 *Music (15 seconds)*
MSG 22-107 *Music (15 seconds)*
MSG 22-112 *Music (15 seconds)*
MSG 22-107 *Music (15 seconds)*
MSG 22-113 *Music (15 seconds)*

MSG 30-105 – Please hold while
your call is transferred to a
Customer Service Representative

Can this be set
up so that we
have the
ability to
adjust the
amount of
time?

Image 14

Personal
Info

MSG 23-100 To change your telephone number, press one. To change or update your mailing address, press two. To change your bank account information for direct deposit or to start or stop direct deposit of Unemployment Insurance Benefits, press three. To start or stop State or Federal tax withholding from your unemployment insurance benefits, press four. For all other changes, press five.
MSG 30-100 To repeat these options, press nine.
MSG 30-101 To return to the previous menu, press *. (Claimant Menu Options)

CSR

Address
chg

MSG 23-103 Please enter your
10 digit telephone number
beginning with the area code.

10

Digits?

MSG 23-104 You must enter
10 digits. Please try again.

MSG 23-105 You entered

MSG 23-106 If this is correct
press one, if this is not correct,
press two.

Update Claims
System

MSG 23-108 Your telephone
number has been updated
sucessfully.

Claimant
Menu
Options

MSG 23-107 We are experiencing technical
difficulties, the system was unable to update
your telephone number at this time. Please try
your call again later.

3
rd try?

MSG 30-102 You have
exceeded the maximum
number of attempts allowed.

End

CSR

(Other
Chgs)

MSG 23-101 If you want to change bank account information or
to start or stop direct deposit, you must return a completed and
signed Direct Deposit Agreement form to Iowa Workforce
Development. You may obtain this form from your Fact about
Unemployment Insurance handbook or you may print the form
from our website at www.iowaworkforce.org.

MSG 23-102 To start or stop state or federal tax

withhold from your unemployment benefits, you must return a completed and signed Tax Withholding Agreement form to Iowa Workforce Development. You may obtain this form from your Fact about Unemployment Insurance handbook or you may print the form from our website at www.iowaworkforce.org.

MSG 30-101 To return to the previous menu, press *. (Claimant Menu Options)
MSG 30-108 To end this call, press two or hang up.

Revision Date: May 01, 2013

Personal Info

CSR

Business
Hours?

1

Sucessful

Unsucessful

1 2

Yes

No

No

Yes

Yes

2

1 2 3 4 5

MSG 30-116 (Pause) Please hang up. Goodbye

MSG 30-106 Thank you for contacting Iowa Workforce Development. Our customer service representatives are available 8:00 AM to 8:00 PM Monday through Thursday, 8:00 AM to 7:00 PM on Friday and 9:00 AM to 2:00 PM on Saturday. Please call back during these hours.
No

Image 15

Fact
Finding

MSG 24-100 If you have a scheduled fact finding interview and need to provide information for the fact finding, press one. For answers to specific questions on unemployment insurance or to speak with

a customer service representative, press two.
MSG 30-100 To repeat this menu, press nine.
MSG 30-101 To return to the previous menu, press *. (Claimant
Menu Options)

CSR
(Fact
Finding)

CSR
(UI

Questions)

Revision Date: April 30, 2013

Fact Finding

21

Image 16

MSG 25-100 If you were laid off due to lack of work, press one. If you were laid
off because the business permanently closed, press two. In you are not working
because you quit, press three. If you were discharged, press four.
If there was a strike, lock out or labor dispute, press five. If you are still working
reduced hours, press six. If none of these apply, press seven.
MSG 30-100 To repeat these options, press nine.

MSG 25-102 Did you decline
to bump an employee with
less seniority? If yes, press
one. If no, press two.

MSG 25-104 Do you expect to be
recalled by your most recent regular
employer? If yes, press one. If no,
press two.

Group
Code = 4

MSG 25-103 Are you a
member in good standing of a
union hiring hall? If yes, press
one, If no, press two.

MSG 25-105 In your occupation, do
potential employers request you apply
for employment using email, mail, fax of
a resume or by completing an on-line
application form? If yes, press one. If no,
press two.

Group
Code = 5

Group
Code = 3

Group
Code = 6

Group
Code = 2

Revision Date: April 30, 2013

Determine
Group
Code/
Separation

MSG 25-101 You must indicate the reason
you were separated from your last
employer. For additional separation
reasons, you may complete an application
for benefits online at
www.iowaworkforce.org. Select "Online

Services" and then select "File an
Unemployment Insurance Claim".

MSG 25-106 To speak with a CSR, press
one
MSG 30-101 To return to the previous
menu, press *. (Claimant Menu Options)
MSG 30-109 To end this call, press two
or hang up.

Claimant
Menu
Options

Determine Group Code/Separation

CSR

End

2

1 2

1

1

1
*
2

1 5 or 6 72,3 or 4

2

21

Business
Hours?

Yes

MSG 30-101 To return to
the previous menu, press *.
(Claimant Menu Options)
MSG 30-109 To end this
call, press two or hang up.

No

*

2

MSG 30-116 (Pause) Please
hang up. Goodbye

Image 17

Group Code =2?

Group Code =3

Group Code =4

Group Code = 5

Group Code =6

No

No

No

No

MSG 26-100 You must make an active and earnest search for work including at least 2 inperson contacts each week. Telephone
contacts are not considered sufficient. See your
"Facts About Unemployment Insurance" handbook for details.

MSG 26-101 You must notify Iowa Workforce Development if your lay off status
changes and your lay off becomes indefinite. See your "Facts About
Unemployment Insurance" handbook for details.

MSG 26-102 You must notify Iowa Workforce Development if your lay off status
changes. See your "Facts About Unemployment Insurance" handbook for
details.

MSG 26-103 You must notify Iowa Workforce Development if your union status
changes. See your "Facts About Unemployment Insurance" handbook for
details.

MSG 26-104 You must make an active and earnest search for work including at least 2 contacts
either by resume or in-person each week. Telephone contacts are not considered sufficient. See
your "Facts About Unemployment Insurance" handbook for details.

If you send resumes by email or apply for work electronically, you should retain copies of email
exchanges and other electronic evidence as part of your work search efforts.

Yes

Yes

Yes

Yes

Yes

Work Search Requirements Work Search
Requirements

Revision Date: April 09, 2013

Image 18

IVR Scripts

Page 1 of 22

10-100

Welcome to the Unemployment Insurance Service Center, a service of Iowa
Workforce Development.
Bienvenido al Centro de Servicio del Seguro del Desempleo, un servicio de Iowa
Workforce Development.

10-101 For English, press one. Para Español, marque el número dos.

10-102 (Special message place holder) **Current message:** (Special message place holder) **Current message:**

10-103

If you have filed a claim for unemployment insurance benefits, press one.If
you are an employer, press two.If you have not filed a claim for unemployment
insurance and have general questions, press three.

Si usted ha llenado un reclamo de desempleo, marque el número uno.Si usted es el patrón,
marque el número dos.Si usted no ha llenado un reclamo para el desempleo y tiene preguntas
en general, marque el número tres.

10-104
declared
disaster
period

If you have filed a claim for unemployment insurance benefits, press one. If
you are an employer, press two. If you have not filed a claim for
unemployment insurance and have general questions, press three. If you have
questions on Disaster Unemployment Assistance, press four.

Si usted ha llenado un reclamo de desempleo, marque el número uno. Si usted es el patrón,
marque el número dos. Si usted no ha llenado un reclamo para el desempleo y tiene
preguntas en general, marque el número tres. Si usted tiene preguntas sobre Disaster
Unemployment Assistance, marque el número cuatro.

10-105 (Special message place holder) **Current message:** (Special message place holder) **Current message:**

10-106

For more information Press one. To Continue, Press two. ***Need option to***
turn this on or off.

Para obtener más información, marque el número uno. Para continuar, marque el número dos.

10-107

(Special message place holder) details and or instructions concerning the message 10-105.
(Special message place holder) details and or instructions concerning the message 10-105.

11-100 Please enter your 9 digit social security number. Por favor marque los 9 dígitos de su número del seguro social.

11-101 You must enter nine digits. Please try again. Por favor marque los nueve dígitos. Inténtelo de nuevo.

11-102 You entered... Usted marcó ....

11-103 If this is correct, press one, if this is not correct, press two Si esto es correcto, marque el número uno, si esto no es correcto, marque el número dos.

11-104 We cannot find a claim under the social security number you entered. No podemos encontrar un reclamo bajo el número de seguro social que usted marcó.

11-105

Our records show you have a claim filed in another state. You must contact that state for information on your claim.
Nuestros registros indican que usted tiene otro reclamo en otro estado. Usted debe de comunicarse con el estado donde usted tiene ese reclamo.

11-106 Your claim is still being processed. No information is available at this time. Su reclamo todavía no ha sido procesado. No hay información disponible en este momento.

12-100 Please enter your 4 digit PIN number. Por favor marque sus 4 dígitos del número de PIN.

12-101 You must enter 4 digits for your PIN number. Please try again. Por favor marque los cuatro dígitos de su número de PIN. Por favor inténtelo de nuevo.

Msg # English Spanish

Image 19

Page 2 of 22

Msg # English Spanish

12-102 The PIN number you entered has expired. El número de PIN que usted ha marcado se ha vencido.

12-103

Your PIN is locked. To reset your PIN number, you must speak with a Customer Service Representative.
Su número de PIN está bloqueado. Para restablecer su número de PIN tiene que hablar con un representante de servicio al cliente.

12-104 The PIN number you entered does not match our records. Please try again.
El número de PIN que usted ha marcado no coincide con nuestros registros. Por favor marque su numero de PIN nuevamente.

12-105

Thank You. Please hold while the system retrieves your claim information.
This may take up to 1 minute.
Gracias. Por favor espere un momento mientras el sistema encuentra la informacion de su
reclamo. Esto puede tardar hasta un minuto.

13-100

Please enter your birthdate. For example, June 14, 1966 would be entered as
06, 14, 1966.
Por favor marque su fecha de nacimiento. Por ejemplo: Junio 14, 1966 se debe marcar
06,14,1966.

13-101 Blank Blank

13-102 Blank Blank

13-103 Blank Blank

13-104 Blank Blank

13-105

Please enter a new 4 digit PIN number. Do not use repeated numbers (such as
1111 or 3333) or numbers in sequence (such as 1234).
Por favor marque un nuevo número de PIN de cuatro dígitos. No use números repetidos
(como 1111 o 3333) o números en secuencia (como 1234).

13-106 You must enter 4 digits. Please try again. Usted debe de marcar cuatro dígitos. Por favor marque de nuevo.

13-107 Your PIN number has been set to.... Su número de PIN es ...

13-108

You must establish a new PIN number. It must be 4 digits. Do not use
repeated numbers (such as 1111 or 3333) or numbers in sequence (such as
1234).

 Please try again.

Debe crear un numero PIN nuevo. Debe ser de 4 dígitos. No use números repetidos (como
1111 o 3333) o números en secuencia (como 1234). Por favor intente de nuevo.

13-109 The birthdate you entered does not match our records. Please try again.
La fecha de nacimiento que usted marcó no coincide con nuestros registros. Por favor
marque de nuevo.

13-110

You have exceeded the maximum number of attempts to set your PIN. You
must speak with a Customer Service Representative.

Usted ha excedido el número de intentos para marcar su número de PIN. Por favor hable con
un Representante de Servicio al Cliente.

14-100

To check on the status of your claim, press one. To file your weekly continued
claim, press two. To change personal information, press three. For questions

on a scheduled fact finding or to speak with a customer service representative, press four.

Para revisar el estado de su reclamo, marque el número uno. Para hacer su reclamo semanal contínuo, marque el número dos. Para hacer cambios sobre su información personal, marque el número tres. Para preguntas sobre su entrevista telefónica o para hablar con un representante de servicio al cliente, marque el número cuatro.

Image 20

Page 3 of 22

Msg # English Spanish

14-101

To check on the status of your claim, press one. To change personal information, press two. To speak to a customer service representative, press three

Para revisar el estado de su reclamo, marque el número uno. Para cambiar informacion personal, marque el número dos. Para hablar con un representante de servicio al cliente, marque el número tres

14-102

To check on the status of your claim, press one. To reactivate an existing claim, press two. To change personal information, press three. For questions on a scheduled fact finding or to speak with a customer service representative, press four.

Para revisar el estado de su reclamo, marque el número uno. Para reactivar su reclamo, marque el número dos. Para hacer cambios sobre su información personal, marque el

número tres. Para preguntas sobre su entrevista telefónica o para hablar con un representante de servicio al cliente, marque el número cuatro.

14-103 Our records show that you must refile before benefits can be paid. Nuestros datos indican que usted debe de abrir un reclamo de nuevo antes de que los beneficios puedan ser pagados.

15-100

We're sorry. Benefit information is not available on Saturday, Sunday or Monday. Please call Tuesday thru Friday for benefit information.

Lo lamentamos mucho, pero la información sobre sus beneficios no es disponible en Sábado, Domingo o Lunes. Por favor llámenos entre Martes y Viernes para la información sobre sus beneficios.

15-101 Your claim is not monetarily eligible at this time. Su reclamo no es monetariamente elegible en este momento.

15-102

Iowa Workforce Development is attempting to locate wage information to make your claim eligible. When Iowa Workforce Development completes this process you will be notified of the result.

Iowa Workforce Development esta tratando de localizar la información de salarios para hacer su reclamo elegible. Cuando Iowa Workforce Development complete este proceso, usted será notificado del resultado.

15-103

Your claim is being processed. No benefits can be paid until processing is complete. You will be notified upon resolution.
Su reclamo está en proceso. Los beneficios no serán pagados hasta que se finalice el proceso. Usted será notificado sobre la resolución.

15-104 The last week you reported was... La última semana que usted reportó fue ...

15-105

Payment information is not available right now. Your claim is in determination status.

Información sobre su pago no esta disponible en este momento. Su reclamo esta en estado de determinación.

15-106

Please continue to file your weekly continued claims and make work search contacts as previously instructed.
Por favor continúe haciendo su reclamo semanal y haciendo su busqueda de trabajo tal como se ha indicado anteriormente.

15-107

No benefits can be paid on your claim until you qualify. If you are appealing your decision, please continue to file your weekly continued claims and make work search contacts as previously instructed.

Ningún beneficio será pagado hasta que su reclamo califique. Si usted esta apelando su decisión, continúe haciendo su reclamo semanal y haciendo su busqueda de trabajo tal como se ha indicado anteriormente.

15-108 This information reflects claims activity as of ... Esta información refleja la actividad de su reclamo a partir de ...

15-109 The benefit amount was... La cantidad del beneficio es ...

Image 21

Page 4 of 22

Msg # English Spanish

15-110 No Benefit Information is available at this time. No hay información disponible sobre su reclamo en este momento.

15-111 and was authorized on... y fue autorizado en ...

15-112 The last benefit week paid was... La última semana de servicio pagado fue ...

15-113

Payment may vary from benefit amount if you chose tax withholding or owe
child support.
La cantidad del pago puede variar, si usted decide pagar los impuestos o la manutención
infantil.

15-114 Your payment was mailed on.. Su pago fue enviado en ...

15-115 Your payment will be transmitted to your account on... Su pago será transmitido a su cuenta en ...

15-116 The remaining benefit balance is... El resto de su balance de sus beneficios es ....

15-117 (Special message place holder) **Current message:** (Special message place holder) **Current message:**

15-118 (Special message place holder) **Current message:** (Special message place holder) **Current message:**

15-119 To speak with a customer service representative, press one Para hablar con un representante de servicio al
cliente, marque el número uno.

16-100 Welcome to Iowa's Unemployment Insurance Claims Reporting System. Bienvenido al sistema de Iowa's
Unemployment Insurance Claims Reporting System.

16-101 For English, press one. Para Español, marque el número dos.

16-102

The Unemployment Insurance Continued Claims System is available 8 AM to
4:30 PM Mon. through Fri., and 10 AM Sat. to 11:30 PM Sun. Please call
back during these hours.
El sistema de reclamaciones continuas del desempleo, Unemployment Insurance Continue

Claims System esta disponible de las 8 a.m. a 4:30 p.m. de Lunes a Viernes; o de las 10

a.m. del Sábado hasta las 11:30 p.m. del Domingo. Por favor llámenos durante esas horas de
servicio.

16-103

You may also file your weekly continued claim online at
www.iowaworkforce.org. Select "Online Services" and then select "File Your
Weekly Continued Claim for Unemployment ".

Usted también puede llenar su reclamo semanal por internet en la página electrónica
www.iowaworkforce.org Seleccione "Online Services" y luego seleccione "File Your
Weekly Continued Claim for Unemploment".

16-104 (Special message place holder) **Current message:** (Special message place holder) **Current message:**

16-105 (Special message place holder) **Current message:** (Special message place holder) **Current message:**

16-106

For more information Press one. To Continue, Press two. ***Need option to
turn this on or off.***
Para obtener más información, marque el número uno. Para continuar, marque el número
dos.

16-107

(Special message place holder) details and or instructions concerning the
message 16-105.

Message: RE: staying in touch

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: 40862015
Policy Action: Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ **RE: staying in touch**

From	Wilkinson, Michael [IWD]	**Date**	Tuesday, March 04, 2014 8:28 AM
To	'Craig Miller'		
Cc			

I would enjoy lunch again whenever it is convenient. Let me know when you are in town for a couple days.

From: Craig Miller [mailto:CMiller@captechconsulting.com]
Sent: Wednesday, February 26, 2014 5:46 PM
To: Wilkinson, Michael [IWD]; Craig Miller
Subject: RE: staying in touch

Mike
No problem. Just didn't want to lose touch with you

Would love to connect. Is it worth a phone call as I'm traveling a lot or I can look to adjust my schedule. Happy to do that since it's been so long but also happy to do by phone.

What Do You think?

Craig

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------
From: "Wilkinson, Michael [IWD]"
Date:02/26/2014 12:29 PM (GMT-05:00)
To: Craig Miller
Subject: RE: staying in touch

Hey Craig, I am really sorry. Yes I did get your note and I simply neglected to follow up.

Some things have changed around here with far too many delays. My schedule is packed next week, but maybe we could catch lunch or a drink the week of the 10th?

From: Craig Miller [mailto:CMiller@captechconsulting.com]
Sent: Wednesday, February 26, 2014 7:00 AM
To: Wilkinson, Michael [IWD]
Subject: RE: staying in touch

Mike

Just checking that you received my prior email.
Hope we can stay in touch
Craig

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------
From: Craig Miller
Date:02/13/2014 8:18 AM (GMT-05:00)
To: "Wilkinson, Michael [IWD]"
Cc: Craig Miller
Subject: RE: staying in touch

Good morning Mike
Well it's hard to believe its mid-February already isn't it. I know you are deep into your busy season; how are things going?

We are good here. Keeping busy with good projects and good clients. Family is good though my middle child seems to be on the 7 year college plan which is driving me crazy. I keep pushing him to get his degree but it's all uphill. But he's a great kid. The other 2 kids are good as well.
How is your mom doing?

Anyway just wanted to stay in touch, as a friend first.

And of course, if there is anything I/CapTech can do for you, we would be excited to do so. Even if you just wanted a quick review of plans and progress.
Please keep us on your RFP list as new projects unfold.

Stay warm and lets stay in touch
Craig

From: Wilkinson, Michael [IWD] [mailto:Michael.Wilkinson@iwd.iowa.gov]
Sent: Monday, October 21, 2013 9:18 AM
To: Craig Miller
Subject: RE: staying in touch

Thanks for checking in. Hopefully you are going someplace exotic and WARM! November 17 we are kicking off the on line initial claim, Profile, Identity validation, and on-line continued claim. The overpayment piece is a little behind but still moving forward. I hate to say it, but the federal shutdown set us back. Some of our developers had to take time off so we are setting aside some of our plans until next spring. Have a great trip!

From: Craig Miller [mailto:CMiller@captechconsulting.com]
Sent: Sunday, October 20, 2013 8:57 AM
To: Wilkinson, Michael [IWD]
Cc: Craig Miller
Subject: RE: staying in touch

Hi Mike
Not sure why ☺ but I was thinking of you and the team, so I thought I'd just send a note to say Hi.
Going on vacation late next week which is well needed; working on a large transformation effort for a bank and there are a million balls in the air to juggle.
Cant believe Nov is around the corner

Hope you and the team are well.
Have any of the big projects implemented?
   If so how did it go and are you seeing some relief for the busy period?

Well take care
Craig

From: Wilkinson, Michael [IWD] [mailto:Michael.Wilkinson@iwd.iowa.gov]
Sent: Friday, September 06, 2013 12:19 AM

To: Craig Miller
Subject: RE: staying in touch

Thank you Craig. As you can imagine, it is a flurry of activity. We have a couple delays, but nothing we can't live with. DOL asked for a copy of the final report. I have been talking about it a lot. I suspect they will hold us accountable for follow through, which fits well with our plans. Thanks for checking in.

From: Craig Miller [mailto:CMiller@captechconsulting.com]
Sent: Wednesday, September 04, 2013 3:17 PM
To: Wilkinson, Michael [IWD]
Cc: Craig Miller
Subject: staying in touch

Hey Mike
Well I wanted to stay in touch and I know August was a big month for IT delivery around your big projects.

How is it going and are the teams on schedule? Any surprises or delays?

Just checking in; let me know if I can do anything for you

Craig

Message: Out of State Travel

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: 40861476
Policy Action: Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ **Out of State Travel**

From	Hillary, Teresa [IWD]	**Date**	Tuesday, August 27, 2013 10:15 AM
To	Donner, Lynette [IWD]		
Cc	Wahlert, Teresa [IWD]		

Lynette,

The Director asked me yesterday where you stood on your case list as she was getting ready to sign your out-of-state travel request for September 15 though September 22. As of yesterday your old case list showed 12 decn due but not on the Q drive. I reported the same to the Director. Per her prior instruction that no out-of-state travel requests would be approved unless an ALJ was caught up with their case list, she has denied your request until you are caught up on your case list. Should you catch up, you must stay caught up and not leave on the trip unless you are caught up. Should you desire the Director to reevaluate your request, please let me know so I can give her the status of your case list.

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

Phone: 515.725.2683
FAX: 515.242.5144

Message: Out of state Travel

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:	40861479
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ **Out of state Travel**

From	Hillary, Teresa [IWD]	**Date**	Tuesday, August 27, 2013 10:18 AM
To	Wise, Debra [IWD]		
Cc	Wahlert, Teresa [IWD]		

Deb,

The Director asked me yesterday where you stood on your case list as she was getting ready to sign your out-of-state travel request for September 15 through September 18. As of yesterday your old case list showed 28 decn due but not on the Q drive. I reported the same to the Director. Per her prior instruction that no out-of-state travel requests would be approved unless an ALJ was caught up with their case list, she has denied your request until you are caught up on your case list. Should you catch up, you must stay caught up and not leave on the trip unless you are caught up. Should you desire the Director to reevaluate your request, please let me know so I can give her the status of your case list.

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

Phone: 515.725.2683
FAX: 515.242.5144

Message: Out-of-State Travel

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:	40861480
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ **Out-of-State Travel**

From	Hillary, Teresa [IWD]	**Date**	Tuesday, August 27, 2013 10:29 AM
To	Wise, Steve [IWD]		
Cc	Wahlert, Teresa [IWD]		

Steve,

The Director asked me yesterday where you stood on your case list as she was getting ready to sign your out-of-state travel request for September 15 through September 19. As of yesterday your old case list showed 14 decn due but not on the Q drive. I reported the same to the Director. Per her prior instruction that no out-of-state travel requests would be approved unless an ALJ was caught up with their case list, she has denied your request until you are caught up on your case list. Should you catch up, you must stay caught up and not leave on the trip unless you are caught up. Should you desire the Director to reevaluate your request, please let me know so I can give her the status of your case list.

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

Phone: 515.725.2683
FAX: 515.242.5144

Message: Additons to the Get Appeal Caught up plan.

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: 40861239
Policy Action: Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ **Additons to the Get Appeal Caught up plan.**

From   Hillary, Teresa [IWD]   **Date** Monday, July 29, 2013 4:56 PM
To   Wahlert, Teresa [IWD]
Cc

I want to try and get more cases out the door more quickly by changing how we handle one party cases. I would like the ALJs who are working in the office during the week, to each take some of the single party cases and cold call the claimant's (they are all claimant cases) ask them to waive ten days' notice of the hearing and conduct the hearing right then and there. This will allow us to move those out well within 30 days, improving our numbers and will leave open spots for two party cases that just cannot be effectively cold called. Those cases that they cannot get a cold hearing done on will remain with them. That way there is no incentive to just shuffle them back into the mix to be assigned. Those cases will be their responsibility.

The ALJs will not like this. Currently the "work in the office" schedule excludes weeks with writing days, and any type of holiday or meeting. Some of the ALJs want to take vacation day during their weeks in the office. I want to stop that as a regular practice. I do understand that they all need vacation, but single days so they can avoid the office does not help us get more cases out the door. I want to back fill those weeks and bring them into the office. For the last two years, the ALJs have not been required to work in the office during the months of January, February and March. I want to stop that and every single week have ALJs here to work single party cases, and help with questions from the staff and public.

I also have an issue with an ALJ who just went home on Monday b/c his computer would not work in the office at 1000 E Grand but would at home???? He told no one before he left. (Randy Stephenson)   I am going to talk to Jon Nelson about the issue and will then bring you the details so you can decide, what, if anything to do.

All this is part of me trying to write the two year plan for Mike W. that the DOL wants to fix our deficiencies in appeals. Part of it will be moving to the electronic case file, but I think we need these changes too.   I am looking for any feedback (good or bad) you have on not only the plan, but how to best present it to the ALJs.

As of this morning, July 29 Lynette Donner is finally caught up after more than 1.5 yrs of being behind. All of Julie's cases have been reassigned and the two ALJ's (Susan and Beth) who are taking the half-heard ones not done one, should have them completed by end of August. James Timberland is still behind and is finishing his two week vacation this week. I am going to have a 'conversation' with him when he returns. I want every single old case to be decided by end of August 2013. We should gulp our poison instead of just sipping it every month .

Thanks much,

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

Phone: 515.725.2683
FAX: 515.242.5144

Message: FW: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:42 PM
Item ID:	40861990
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ **FW: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt**

From	Hillary, Teresa [IWD]	**Date**	Monday, March 03, 2014 11:20 AM
To	Wilkinson, Michael [IWD]		
Cc	Wahlert, Teresa [IWD]; Timberland, James [IWD]		

Mike,

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

Thank you,
Teresa H

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

Joni,

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

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

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

Thanks.

James

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

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:42 PM
Item ID:	40861991
Policy Action:	Not Specified

Mark History:
No reviewing has been done
Policies:
No Policies attached

✉ **RE: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt**

From	Hillary, Teresa [IWD]	**Date**	Monday, March 03, 2014 12:50 PM
To	Wilkinson, Michael [IWD]		
Cc	Wahlert, Teresa [IWD]; Timberland, James [IWD]		

Thank you Mike. I appreciate how much work you're putting into this to help keep appeals going in the right direction.

Teresa H

From: Wilkinson, Michael [IWD]
Sent: Monday, March 03, 2014 12:49 PM
To: Hillary, Teresa [IWD]
Cc: Wahlert, Teresa [IWD]; Timberland, James [IWD]
Subject: RE: PPN of vacation pay & overpayment cases due to scanning backlog, re CLT Trevor Bulten, #01505 & 01506.jt

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

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

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

Mike,

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

Thank you,
Teresa H

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

Joni,

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

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

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

Thanks.

James

Message: Backlog in Fraud

Case Information:

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

Mark History:

Date	Action Status	Reviewer
7/22/2014 8:47:03 AM	Reviewed	Koonce, Kerry
7/22/2014 8:45:37 AM	Unreviewed	Koonce, Kerry
7/21/2014 5:23:29 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

✉ Backlog in Fraud

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

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

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

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

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

Michael Wilkinson
Division Administrator, Unemployment Insurance Services

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

Message: Re: Backlog in Fraud

Case Information:

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

Mark History:

Date	Action Status	Reviewer
7/22/2014 8:47:03 AM	Reviewed	Koonce, Kerry
7/22/2014 8:45:37 AM	Unreviewed	Koonce, Kerry
7/21/2014 5:23:29 PM	Reviewed	Koonce, Kerry

Policies:
No Policies attached

✉ **Re: Backlog in Fraud**

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

Happy to.

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

Can we please discuss - maybe monday

Sent from my iPhone

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

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

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

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

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Message: Re: Backlog in Fraud

Case Information:

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

Mark History:

Date	Action Status	Reviewer
7/22/2014 8:47:03 AM	Reviewed	Koonce, Kerry
7/22/2014 8:45:37 AM	Unreviewed	Koonce, Kerry
7/21/2014 5:23:29 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

✉ **Re: Backlog in Fraud**

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

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

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

Can we please discuss - maybe monday

Sent from my iPhone

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

Message: Re: Backlog in Fraud

Case Information:

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

Mark History:

Date	Action Status	Reviewer
7/22/2014 8:47:03 AM	Reviewed	Koonce, Kerry
7/22/2014 8:45:37 AM	Unreviewed	Koonce, Kerry
7/21/2014 5:23:29 PM	Reviewed	Koonce, Kerry

Policies:

No Policies attached

✉ Re: Backlog in Fraud

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

I will schedule with lisa.

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

I need to discuss on Wednesday?

Sent from my iPhone

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

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>
> Alien Verification is a mandatory function of the UI Program. When claimants file they are asked if they are a U.S. citizen. Those that say no, are asked for the b??Ab?? number. What we are supposed to do is data enter each of those into the Systematic Alien Verification for Entitlements (SAVE) data base to determine if we have a good number and names match. We pay 50 cents for each request and VERY seldom get a bad number. Because this is time consuming and does not generate much activity and we are down staff, we chose to discontinue that process until we were more caught up. However if the Fraud unit receives a lead from an outside source or protest from an employer regarding a claimants alien status, everyone one of those are investigated. While we have not entirely stopped this function it is obviously significantly reduced. DOL has not questioned the lack of activity. Regardless, Dave and I have established an alternative method to pick up this activity again on a long-term basis, by utilizing staff in other parts of the Division. We anticipate that we will clean up the backlog and keep up with current activity in 60-75 days.
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Iowa Workforce Development
1000 E. Grand Ave
Des Moines, IA 50319
515-281-4986
michael.wilkinson@iwd.iowa.gov

Message: Alien reports

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:21 PM
Item ID:	40861649
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ **Alien reports**

From	Wahlert, Teresa [IWD]	**Date**	Friday, April 25, 2014 11:44 AM
To	Wilkinson, Michael [IWD]; Koonce, Kerry [IWD]; Eklund, David [IWD]		
Cc			

May we meet tuesday at 8:30 to review status of these over the last 18 months, price outs, and any preliminary reports
Thx
Teresa Wahlert

Sent from my Verizon Wireless 4G LTE DROID

Message: Re: Alien Status Reports

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:21 PM
Item ID:	40861653
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ **Re: Alien Status Reports**

From	Wahlert, Teresa [IWD]	**Date**	Friday, April 25, 2014 3:37 PM
To	Wilkinson, Michael [IWD]		
Cc			

Did you ever write or call?

Teresa Wahlert

Sent from my Verizon Wireless 4G LTE DROID

"Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov> wrote:

Message: Re: US Treasury Trust Fund available for benefits 5/7/14

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:22 PM
Item ID:	40861663
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ **Re: US Treasury Trust Fund available for benefits 5/7/14**

From   Wahlert, Teresa [IWD]   **Date**   Wednesday, May 07, 2014 12:14 PM
To   Wilkinson, Michael [IWD]
Cc

What is the number we need to hit?

Sent from my iPad

On May 7, 2014, at 9:19 AM, "Wilkinson, Michael [IWD]" <Michael.Wilkinson@iwd.iowa.gov> wrote:

> On May 7 last year we had a balance of $724 M. The highest we got in May 2013 was $760 M. As well, claims and benefit payments are below last year. I have requested the analysis and should have it next week, but based on these differences, I remain optimistic we will see another change in the tables.

> **From:** Windust, Stephanie [IWD]
> **Sent:** Wednesday, May 07, 2014 9:10 AM
> **To:** Bervid, Joseph [IWD]; Koonce, Kerry [IWD]; Mauro, Michael [IWD]; Robinson, Jeffery [LEGIS]; Roederer, David [IDOM]; Wahlert, Teresa [IWD]; Wallace, Edward [IWD]; Wilkinson, Michael [IWD]; Winters, Tammy [IDOM]
> **Cc:** Brown, Lisa [IWD]
> **Subject:** US Treasury Trust Fund available for benefits 5/7/14

> | | | |
> |---|---|---|
> | UI Contribution in Trust Fund | | $ 853,026,394.55 |
> | | | |
> | Deposit 5/07/14 | $ 29,000,000.00 | |
> | Less Benefit Payment Withdrawal | $ (128,000.00) | |
> | Net Deposit / (Withdrawal) | | $ 28,872,000.00 |
> | Trust Fund available for Benefits | | $ 881,898,394.55 |

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

Message: Updates

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:22 PM
Item ID:	40861668
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ **Updates**

From Wahlert, Teresa [IWD]   **Date** Tuesday, May 13, 2014 10:33 AM
To   Wilkinson, Michael [IWD]
Cc

Alien report?
Teresa

Sent from my iPad

Message: Fwd: Wage Theft in CR Gazette

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:	40861460
Policy Action:	Not Specified

Mark History:
No reviewing has been done

Policies:
No Policies attached

✉ **Fwd: Wage Theft in CR Gazette**

From	Wahlert, Teresa [IWD]	**Date**	Sunday, May 25, 2014 9:26 AM
To	Wilkinson, Michael [IWD]		
Cc			

Is your team of mis class working on this one?
Teresa Wahlert

Sent from my Verizon Wireless 4G LTE DROID

-------- Original Message --------
Subject: Wage Theft in CR Gazette
From: "Wallace, Edward [IWD]" <Edward.Wallace@iwd.iowa.gov>
To: "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>,"Mauro, Michael [IWD]" <Michael.Mauro@iwd.iowa.gov>,"Koonce, Kerry [IWD]" <Kerry.Koonce@iwd.iowa.gov>
CC:

Photos

Justin Wan/The Gazette Kossiwa Agbenowossi (center left) stands with Misty Rebik of Center for Worker Justice of Eastern Iowa (center right), Rep. Art Staed, D-Cedar Rapids (next congressional hopeful Dave O'Brien (far left) at Outback Steakhouse in Cedar Rapids on May 14. Some 60 people protested on behalf of Kossiwa Agbenowossi and others who believe

◄ 1 of 7 ►

Kossiwa Agbenowossi is not happy.

It's been over nine months since the 38-year-old Coralville resident stopped working for an area subcontractor — and Agbenowossi said she still hasn't been paid.

After mopping floors and cleaning the kitchen in the wee hours of the morning at a now-closed Outback Steakhouse restaurant in Coralville for a year and five months, Agbenowossi said her former employer — which is actually subcontracting company, not the restaurant itself — owes her 49 days of pay, totaling more than $2,000.

"I'm not feeling happy because he has to pay me," Agbenowossi said of her former employer, as she sat on a kitchen chair cradling her 3-year-old son, Mark. "No one works like that" and doesn't get paid.

But unfortunately people do work, but they don't always get paid.

Iowa workers could be losing as much as $600 million each year due to wage theft, according to a **2012 report** from the Iowa Policy Project, an Iowa City-based not-for-profit public policy organization.

Wage theft is something Misty Rebik, executive director of the Center for Worker Justice of Eastern Iowa, said she deals with on a daily basis as part of her job.

Though Rebik said few cases are as egregious as Agbenowossi's, she often helps people deal with late payments, missed weeks of pay and illegal deductions on paychecks.

Rebik said Agbenowossi's case highlights the intertwined issues of wage theft and worker misclassification that are beginning to plague many who work low-wage jobs.

"It's an industry problem," Rebik said. "It's the people who are filling these low wage jobs that experience this because the employers know that the people they're hiring have certain barriers — whether it be educational obtainment, language, country of origin, skin color — whatever it is they know they can exploit them more easily."

Agbenowossi believes she was misclassified by her former employer, which, Rebik said, has made it more difficult for her to get her money. With Rebik's help, the mother of five filed a misclassification claim with Iowa Workforce Development's Misclassification Unit in early March.

WORKER MISCLASSIFICATION

Misclassification occurs when an individual is classified as an independent contractor when they should be classified as a permanent employee.

Worker misclassification is "becoming, unfortunately, more and more prevalent," said Catherine Ruckelshaus, general counsel and program director with the National Employment Law Project based in New York. Though misclassification has long-been a problem in the construction industry she added that it is beginning to pop up in retail.

Depending on how a worker is classified, an employer has various legal, tax and financial obligations. Those obligations include withholding Social Security and Medicare taxes from an employee's wages, paying those taxes, in addition to an employee's share, paying unemployment taxes, buying workers' compensation insurance and complying with state and federal wage and overtime laws.

If an employer misclassifies an employee as an independent contractor rather than an employee, the worker often has tax burdens they wouldn't have otherwise, such as paying self-employment taxes and quarterly estimated income taxes.

A misclassified worker also could be denied unemployment insurance benefits if laid off, lose employment protections such as minimum wage and overtime, and might not receive workers' compensation if hurt on the job.

"Independent contractor misclassification almost always results in wage theft because of overtime and lack of record keeping," Ruckelshaus said. "Sometimes it's making people work off the clock and not paying them, or making improper deductions that bring the wages below the proper levels. There are lots of ways employers are squeezing workers now."

RESOURCES FOR WORKERS

The Misclassification Unit, which falls under Iowa Workforce Development, was created in 2009 after a general fund appropriation.

After receiving a misclassification tip or claim about an employer, the unit reviews the claim for validity and investigates it in a way that allows both sides to provide input on why a business is or is not classifying workers correctly.

Kerry Koonce, spokeswoman for Iowa Workforce Development, said the length of an investigation can vary depending on the complexity of the case.

"Early on, when the unit first started they were getting easy-pickings tips that were so egregious it was easy to get through the investigations really quickly," Koonce said. "Now they are getting into more complicated cases which take a lot more investigation."

A hearing is held for a final decision, and the decision can be appealed.

The unit also does spot checks on businesses to ensure they're classifying their workers properly, but how frequent those spot checks occur depends on the caseload the unit is carrying, she said.

At the end of 2013, the task force found over 380 employers that had misclassified more than 5,000 workers. Koonce said the wages that had not been reported exceeded $90 million.

ECONOMIC IMPACT

Though the Government Accountability Office contends the national prevalence of employee misclassification is unknown, a 2000 study commissioned by the U.S. Department of Labor found 10 to 30 percent of companies audited in 9 states misclassified at least some employees.

Ruckelshaus said misclassification can have a cascading negative effect on the economy.

If people are working longer hours and not getting paid overtime or have extra tax burdens, they may not be getting the money they should — which means there's less money to spend in the economy and less money circulating, creating a negative stimulus effect from wage theft, she said.

Misclassification also hurts law-abiding employers who are classifying their workers correctly.

"They can't compete with companies that treat employees as independent contractors because it's cheaper," Ruckelshaus said, "especially in places like janitorial or construction, where there is a lot of bidding for jobs. They can't compete because they keep getting underbid by companies with lower labor costs."

Wage theft could be costing the state $45 million annually in unpaid tax revenue and an additional $14 million in lost revenue to the state's unemployment fund, according to the Iowa Policy Project Report.

MOVING FORWARD

A bill intended to give employees more protections against wage theft died during the last legislative session.

Ruckelshaus said interagency task forces that do spot checks — such as Iowa's — tend to be the most successful in identifying industries where misclassification is a problem and collaborating on enforcement.

Other states, such as Ohio, Virginia and North Carolina, **have introduced laws** in an attempt to tighten the definition of who is an employee and who is running their own business to make it harder for employers to evade labor employment protections.

I Comments: **(319) 398-8230;** hayley.bruce@sourcemedia.net

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☑ **Have you found an error or omission in our reporting? Is there other feedback and/or ideas you want to share with us? Tell us here.**

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Yahoo! Screen

Read more: http://www.thegazette.com/subject/news/addressing-wage-theft-misclassification-20140525#ixzz32jPtHEUE

Sent from my iPhone

Message: RE: Proplanner #314263

Case Information:

Message Type:	Exchange
Message Direction:	Internal
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:16 PM
Item ID:	40861533
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/22/2014 8:47:39 AM	Reviewed	Koonce, Kerry
7/22/2014 8:45:37 AM	Unreviewed	Koonce, Kerry
7/21/2014 5:24:38 PM	Reviewed	Koonce, Kerry

Policies:
No Policies attached

✉ **RE: Proplanner #314263**

From	Wilkinson, Michael [IWD]	Date	Wednesday, September 11, 2013 8:42 PM
To	Wahlert, Teresa [IWD]		
Cc			

Got it. Thank you

From: Wahlert, Teresa [IWD]
Sent: Wednesday, September 11, 2013 5:52 PM
To: Wilkinson, Michael [IWD]
Subject: Fwd: Proplanner #314263

Your people should not be telling customers we are way behind - because we are not.

- Teresa Wahlert

Begin forwarded message:

> **From:** "Wahlert, Teresa [IWD]" <Teresa.Wahlert@iwd.iowa.gov>
> **Date:** September 11, 2013, 5:50:32 PM CDT
> **To:** Janet Brimeyer <Janet@klatt-assoc.com>
> **Subject:** Re: Proplanner #314263
>
> Great high school!!
> It is correct that our processes have been out of date and prone to errors for some time. That is why we have invested in mechanization.
>
> As with most newly mechanized projects there are clean- up issues. When we find errors we are correcting them. No - we should not be billing for penalty and interest on errors or on balances people did not know they had.
> We are waiving those.
>
> However, we are not way behind. I apologize to customers we have inaccurate information on. The errors are caused by everyone - the business, the CPAs, the third party providers, the financial institutions we interface with, the agents, the programmers, and IWD.
>
> We fix them all - sometimes one at a time . If you would send me your issues I would be happy to see that they are all resolved.
>
> - Teresa Wahlert
>
> On Sep 11, 2013, at 3:50 PM, "Janet Brimeyer" <Janet@klatt-assoc.com> wrote:
>
>> This is is the second employer that has incorrect data on the website that I have checked. Who knows if all of our employers have forwarded us the notices?
>>
>> This employer had incorrect wage reports for:
>>
>> 4/2010: 2 social security numbers entered incorrectly - caused taxable wages to be overstated
>>
>> 3/2012: 1 social security number entered incorrectly - caused taxable wages to be overstated
>>
>> 2/2013: 1 social security number entered incorrectly - caused taxable wages to be overstated
>>
>> How can I justify billing my time to find the errors when no notices have been issued and it was not the clients fault that the data was input incorrectly?????
>>
>> I have called the My Iowa UI online number and have had several clients that I sent POA's for back on 7/25 and 8/2 and they were still not entered. The agent told me that they were entered but whoever entered them did not assign any roles to us an agent so they were not showing on our agent screen.
>>
>> Why should we have to spend our time checking up on Iowa Workforce? How can you justify billing any clients for penalties or interest if they have not been billed previously when they thought all along they were in compliance - just because your system was not up to date? We have called in the past to check on balances and were told that everything was way behind so we could not have even checked online on our clients even if we/they had access.
>>
>> I am hoping you are hearing the same things from other service providers.

If you would like to discuss this further you can call me at 515-232-5642.

Janet Brimeyer

P.S. I am a graduate of Wahlert High School in Dubuque

Message: RE: Proplanner #314263

Case Information:

Message Type:	Exchange
Message Direction:	External, Outbound
Case:	IWD Senator Petersen Request - Version 3
Capture Date:	7/10/2014 1:32:17 PM
Item ID:	40861548
Policy Action:	Not Specified

Mark History:

Date	Action Status	Reviewer
7/22/2014 8:47:39 AM	Reviewed	Koonce, Kerry
7/22/2014 8:45:37 AM	Unreviewed	Koonce, Kerry
7/21/2014 5:24:38 PM	Reviewed	Koonce, Kerry

Policies:
No Policies attached

✉ **RE: Proplanner #314263**

From	Wilkinson, Michael [IWD]	**Date**	Friday, September 13, 2013 12:24 PM
To	'Janet Brimeyer'; Wahlert, Teresa [IWD]; Hedrick, Timothy [IWD]		
Cc	Russell, Joyce [IWD]		

Janet, Per the recommendation of the Director, those charges for penalty and interest will be waived. We can either refund the payment or set up a credit. Do you or your client have a preference?

Michael Wilkinson
Division Administrator, UI Services
515-281-4986

-----Original Message-----
From: Janet Brimeyer [mailto:Janet@klatt-assoc.com]
Sent: Friday, September 13, 2013 12:12 PM
To: Wahlert, Teresa [IWD]; Hedrick, Timothy [IWD]
Cc: Russell, Joyce [IWD]; Wilkinson, Michael [IWD]
Subject: RE: Proplanner #314263

After receiving the information from Tim yesterday my client authorized me to go online and make a payment for $166.37 - it was scheduled to come out today.

Janet

-----Original Message-----
From: Wahlert, Teresa [IWD] [mailto:Teresa.Wahlert@iwd.iowa.gov]
Sent: Friday, September 13, 2013 9:06 AM
To: Hedrick, Timothy [IWD]
Cc: Janet Brimeyer; Russell, Joyce [IWD]; Wilkinson, Michael [IWD]
Subject: Re: Proplanner #314263

I suggest we waive the penalty and interest due to our conversion time period with the new system.

- Teresa Wahlert

On Sep 12, 2013, at 3:22 PM, "Hedrick, Timothy [IWD]" <Timothy.Hedrick@iwd.iowa.gov> wrote:

> Janet -
>
> I have reviewed the account and corrected the SSN keying errors that caused the taxable wage errors. Currently no contributions are due for 4/10, 3/12, or 2/13 as you described. However, please see attached as the penalty for the late 4/11 will not be removed. The envelope was postmarked Feb 06, 2012 which is 6 days late according to our code. The envelope must be postmarked by the Due Date for the quarter in question which was Jan 31, 2012. The employer is responsible for $0.06 in interest(daily interest was calculated at $0.01 per day) and then the late report penalty of $166.37 for that quarter for a total amount due of $166.37.
>
> I will have you know that we are current on our POA's and the agents have been assigned to all employer accounts that are currently established in our system. It is your role as an agent to acknowledge the roles assigned by the employer within your profile. Once the roles have been acknowledged by the agent user then the accounts will appear on your agent homepage and you will have the access granted by the employer to employer account. If you are having trouble with this contact the myIowaUI Customer Service Team at 888-848-7442, select Option #3, then option #7 or Email: IWDuitax@iwd.iowa.gov. We currently have other staff assisting with call volume so if you call request that you speak directly with a Customer Service Rep they are most knowledgeable regarding the agent accounts.
>
> Thank you,
>

> Tim Hedrick
> State of Iowa - Field Audit Lead Worker Unemployment Insurance
> Services
>
>
>
> -----Original Message-----
> From: Russell, Joyce [IWD]
> Sent: Thursday, September 12, 2013 10:37 AM
> To: Hedrick, Timothy [IWD]; Brown, Stacey [IWD]
> Subject: FW: Proplanner #314263
> Importance: High
>
>
> -----Original Message-----
> From: Janet Brimeyer [mailto:Janet@klatt-assoc.com]
> Sent: Thursday, September 12, 2013 8:17 AM
> To: Russell, Joyce [IWD]
> Subject: FW: Proplanner #314263
>
> FYI
>
> -----Original Message-----
> From: Wahlert, Teresa [IWD] [mailto:Teresa.Wahlert@iwd.iowa.gov]
> Sent: Wednesday, September 11, 2013 5:51 PM
> To: Janet Brimeyer
> Subject: Re: Proplanner #314263
>
> Great high school!!
> It is correct that our processes have been out of date and prone to errors for some time. That is why we have invested in mechanization.
>
> As with most newly mechanized projects there are clean- up issues. When we find errors we are correcting them. No - we should not be billing for penalty and interest on errors or on balances people did not know they had.
> We are waiving those.
>
> However, we are not way behind. I apologize to customers we have inaccurate information on. The errors are caused by everyone - the business, the CPAs, the third party providers, the financial institutions we interface with, the agents, the programmers, and IWD.
>
> We fix them all - sometimes one at a time . If you would send me your issues I would be happy to see that they are all resolved.
>
> - Teresa Wahlert
>
> On Sep 11, 2013, at 3:50 PM, "Janet Brimeyer" <Janet@klatt-assoc.com<mailto:Janet@klatt-assoc.com>> wrote:
>
> This is is the second employer that has incorrect data on the website that I have checked. Who knows if all of our employers have forwarded us the notices?
>
> This employer had incorrect wage reports for:
>
> 4/2010: 2 social security numbers entered incorrectly - caused taxable
> wages to be overstated
>
> 3/2012: 1 social security number entered incorrectly - caused taxable
> wages to be overstated
>
> 2/2013: 1 social security number entered incorrectly - caused taxable
> wages to be overstated
>
> How can I justify billing my time to find the errors when no notices have been issued and it was not the clients fault that the data was input incorrectly?????
>
> I have called the My Iowa UI online number and have had several clients that I sent POA's for back on 7/25 and 8/2 and they were still not entered. The agent told me that they were entered but whoever entered them did not assign any roles to us an agent so they were not showing on our agent screen.
>
> Why should we have to spend our time checking up on Iowa Workforce? How can you justify billing any clients for penalties or interest if they have not been billed previously when they thought all along they were in compliance - just because your system was not up to date? We have called in the past to check on balances and were told that everything was way behind so we could not have even checked online on our clients even if we/they had access.
>
> I am hoping you are hearing the same things from other service providers.
>
> If you would like to discuss this further you can call me at 515-232-5642.
>
> Janet Brimeyer
>
> P.S. I am a graduate of Wahlert High School in Dubuque

>
>
> <00314263.pdf>