

**IOWA WORKFORCE DEVELOPMENT  
UNEMPLOYMENT INSURANCE APPEALS BUREAU**

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**ALISHA A THOMAS**  
Claimant

**APPEAL 17A-UI-06949-NM-T**

**ADMINISTRATIVE LAW JUDGE  
DECISION**

**IOWA WORKFORCE DEVELOPMENT  
DEPARTMENT**

**OC: 05/14/17  
Claimant: Appellant (2)**

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Iowa Code § 96.6(1) – Filing Claims  
Iowa Admin. Code r. 871-24.2(1)g – Retroactive Benefits

**STATEMENT OF THE CASE:**

The claimant filed an appeal from the July 6, 2017, (reference 02) unemployment insurance decision that denied her request for retroactive benefits. The parties were properly notified of the hearing. A telephone hearing was held on July 26, 2017. The claimant participated and testified.

**ISSUE:**

Should the claimant's request for retroactive benefits be granted for the five-week period ending July 1, 2017?

**FINDINGS OF FACT:**

Having heard the testimony and having reviewed the evidence in the record, the administrative law judge finds: Claimant filed a claim effective May 14, 2017. Claimant testified she filed her weekly claim for benefits online each week, on either Saturday or Sunday, beginning the week of May 14, 2017. Claimant received a confirmation message each week until the week ending June 24, 2017, when she received an error message. Claimant had an appeal hearing scheduled for June 28 and assumed the message had something to do with the appeal. During her appeal hearing on June 28, the administrative law judge instructed claimant she needed to continue filing her weekly claims. Following this advice, claimant again tried to file for benefits for the week ending July 1 and received the same error message. Claimant called the Iowa Workforce Development customer service line on July 5 to see if they could resolve the issue. At this time claimant was informed they did not have a record of her filing a weekly claim since the week ending May 27, 2017. Claimant was previously unaware that the claims were not being recorded properly as the initial fact-finding decision disqualified her from benefits and she was receiving confirmation messages for three of the five weeks she filed. The customer service representative informed claimant there had been another lock placed on her claim in error and indicated he would send it to his supervisors to correct. Claimant called customer service again to follow-up on July 7 and was informed the lock was still in place, but would be

resolved. Following that phone call the issue was resolved and claimant has had no additional problems filing her weekly claims.

**REASONING AND CONCLUSIONS OF LAW:**

For the reasons that follow, the administrative law judge concludes the claimant's request for retroactive benefits is granted.

Iowa Code section 96.6(1) provides:

1. Filing. Claims for benefits shall be made in accordance with such regulations as the department may prescribe.

In order to be eligible for weekly benefits, the claimant must file a continued claim or show good cause for the failure to do so to support a request for retroactive benefits. Iowa Admin. Code r. 871-24.2(1)g. Claimant's unsuccessful attempts to file continued claims online and resolve the issue by contacting Workforce Advisors, given the error/locked claim message, are considered good reasons for the delay in filing weekly online web application continued claims. As are claimant's unknown unsuccessful attempts to file continued claims and discovery of the issue after favorable resolution of the separation eligibility. Retroactive benefits are allowed.

**DECISION:**

The July 6, 2017, (reference 02) unemployment insurance decision is reversed. The claimant's request for retroactive benefits is granted.

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Nicole Merrill  
Administrative Law Judge

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Decision Dated and Mailed

nm/rvs