

**BEFORE THE  
EMPLOYMENT APPEAL BOARD  
Lucas State Office Building, 4<sup>TH</sup> Floor  
Des Moines, Iowa 50319  
eab.iowa.gov**

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**ANN LENTZ**

Claimant

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**HEARING NUMBER: 22B-UI-01613**

**EMPLOYMENT APPEAL BOARD  
DECISION**

**SECTION:** 10A.601 Employment Appeal Board Review

**DECISION**

**FINDINGS OF FACT:**

The notice of hearing in this matter was mailed January 31, 2022. The notice set a hearing for February 10, 2022. The Claimant did not appear for or participate in the hearing. The reason the Claimant did not appear is because she was unable to access the system beyond typing in the pin # after numerous attempts. She was unable to access the administrative law judge.

**REASONING AND CONCLUSIONS OF LAW:**

Iowa Code section 10A.601(4) (2019) provides:

4. Appeal board review. The appeal board may on its own motion affirm, modify, or set aside any decision of an administrative law judge on the basis of the evidence previously submitted in such case, or direct the taking of additional evidence, or may permit any of the parties to such decision to initiate further appeals before it. The appeal board shall permit such further appeal by any of the parties interested in a decision of an administrative law judge and by the representative whose decision has been overruled or modified by the administrative law judge. The appeal board shall review the case pursuant to rules adopted by the appeal board. The appeal board shall promptly notify the interested parties of its findings and decision.

Here the Claimant did not participate in the hearing because she was unable to access the administrative law judge after several failed attempts. We recognize that the Claimant's difficulty accessing the new call-in system was through no fault of her own. Instead, she repeatedly entered her pin #, but the call did not complete the connection. Based on this circumstance, we find the Claimant has provided good cause for her nonparticipation, and established her intention to follow through with the appeal process. For this reason, the matter will be remanded for another hearing before an administrative law judge so that the Claimant may avail herself of her due process right.

We note this matter has already been remanded for a new hearing. We caution the Claimant that, barring exceptional circumstances, we will not again excuse a failure to participate in the next hearing.

**DECISION:**

The decision of the administrative law judge dated March 1, 2022 is not vacated and remains in force unless and until the Department makes a differing determination pursuant to this remand. This matter is remanded to an administrative law judge in the Workforce Development Center, Appeals Section. The administrative law judge shall conduct a hearing following due notice. After the hearing, the administrative law judge shall issue a decision which provides the parties appeal rights.

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James M. Strohman

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Ashley R. Koopmans

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Myron R. Linn

AMG/fnv