

**IOWA WORKFORCE DEVELOPMENT  
UNEMPLOYMENT INSURANCE APPEALS**

68-0157 (9-06) - 3091078 - EI

**KRYSTAL M KLOSTERMANN**  
Claimant

**APPEAL NO. 13A-UI-03783-HT**

**ADMINISTRATIVE LAW JUDGE  
DECISION**

**CARE INITIATIVES**  
Employer

**OC: 03/03/13**  
**Claimant: Appellant (1)**

Section 96.5(1) – Quit

**STATEMENT OF THE CASE:**

The claimant, Krystal Klostermann, filed an appeal from a decision dated March 26, 2013, reference 01. The decision disqualified her from receiving unemployment benefits. After due notice was issued a hearing was held by telephone conference call on May 6, 2013. The claimant participated on her own behalf. The employer, Care Initiatives, participated by Recruiting Coordinator Kelly Banning, Assistant Human Resources Director Kelsey Breeze and was represented by TALX in the person of Treve Lumsden. Exhibit One was admitted into the record.

**ISSUE:**

The issue is whether the claimant quit work with good cause attributable to the employer.

**FINDINGS OF FACT:**

Krystal Klostermann was employed by Care Initiatives from March 19, 2009 until March 7, 2013. She entered the administrator in training program September 17, 2013. Acceptance into the program is contingent on the trainee getting an administrator's license within six months of being accepted into the program and accepting a transfer to any facility within the state of Iowa.

Ms. Klostermann obtained her license February 21, 2013, and on March 4, 2013, was offered the administrator's position in Chariton, Iowa, at a base salary of \$55,000.00. This base salary was discussed with her at the time she entered the training program. She asked to see the facility first and she traveled there on March 7, 2013. Lanny Ward conducted the tour and she asked him if the salary was negotiable because she thought the job at that facility would be especially difficult with personnel problems and she wanted \$60,000.00 per year. He said he did not think so but would pass the information on to Recruiting Coordinator Kelly Banning, Assistant Human Resources Director Kelsey Breeze and Vice President Director of Operations Char Schlepp.

Later that day the claimant talked by phone with Ms. Banning and Ms. Breeze when she asked them if the salary was negotiable. They said it was not and she then declined the position in Chariton. They told her at that time she no longer had a job.

**REASONING AND CONCLUSIONS OF LAW:**

Iowa Code section 96.5-1 provides:

An individual shall be disqualified for benefits:

1. Voluntary quitting. If the individual has left work voluntarily without good cause attributable to the individual's employer, if so found by the department.

871 IAC 24.25(32) provides:

(32) The claimant left by refusing a transfer to another location when it was known at the time of hire that it was customary for employees to transfer as required by the job.

The claimant is considered a voluntary quit because she refused a transfer to another location when she knew from the beginning this would be required of her as part of the training program once it was finished. She thought the position should entitle her to more salary but she had been told at the time she was recruited for the job what the base salary was. Her refusal to comply with the terms of the training program is considered a voluntary quit without good cause attributable to the employer under the provisions of the above Administrative Code section. The claimant is disqualified.

**DECISION:**

The representative's decision of March 26, 2013, reference 01, is affirmed. Krystal Klostermann is disqualified and benefits are withheld until she has earned ten times her weekly benefit amount in insured work, provided she is otherwise eligible.

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Bonny G. Hendricksmeier  
Administrative Law Judge

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Decision Dated and Mailed

bgh/pjs