

**BEFORE THE
EMPLOYMENT APPEAL BOARD
Lucas State Office Building
Fourth floor
Des Moines, Iowa 50319**

ADRIANA NDABAREREYE

Claimant,

and

TYSON FRESH MEATS INC

Employer.

:
:
:
:
:
:
:
:
:
:

HEARING NUMBER: 11B-UI-05029

**EMPLOYMENT APPEAL BOARD
DECISION**

SECTION: 10A.601 Employment Appeal Board Review

D E C I S I O N

FINDINGS OF FACT:

The notice of hearing in this matter was mailed April 27, 2011. The notice set a hearing for May 11, 2011. The claimant did not appear for or participate in the hearing. The reason the claimant did not appear is because the claimant is a non-English-speaking person who did not understand the contents of the Notice of Hearing. She went down to the Iowa Workforce Development (IWD) office with her daughter to provide a telephone number at which she could be reached. However, on the day of the hearing, the interpreter contacted her to inform her that a call would be coming in 20 minutes for the hearing. The call never came because IWD did not pass the number on to the administrative law judge. The claimant did not know that the hearing was taking place.

REASONING AND CONCLUSIONS OF LAW:

Iowa Code section 10A.601(4) (2011) provides:

4. Appeal board review. The appeal board may on its own motion affirm, modify, or set aside any decision of a 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's lack of proficiency in English created a language barrier, which played a key role in the claimant's ability to follow through with the hearing process on her own. Her inability to personally understand the Notice of Hearing affected her ability to personally respond to its contents, so did she lack the ability to effectively participate in the hearing since the call never came. Her nonparticipation in the hearing was through no fault of the claimant. She tried to the best of her ability with the assistance of her daughter, but her efforts were thwarted through administrative error. Although the claimant may have received the Notice of Hearing, it was not completely meaningful to her. There is no question that due process principles apply in the context of hearings for persons seeking unemployment benefits. Silva v. Employment Appeal Board, 547 N.W.2d 232 (Iowa App. 1996). Two of the benchmarks of due process are adequate notice and meaningful opportunity to be heard. Iowa courts have held that due process requires "the opportunity to be heard at a meaningful time and a meaningful manner." Hedges v. Iowa Department of Job Service, 368 N.W.2d 862 (Iowa App. 1985).

The claimant was not afforded due process rights. The claimant was precluded from fully participating in the hearing before the administrative law judge because the notice was not "meaningful" when she received it and though she substantially did comply with its instructions, her attempt was unsuccessful through no fault of her own. Thus, the notice did not give the claimant an opportunity to be heard at a meaningful time and in a meaningful manner.

Because the Board's decision turns on the procedural issue of due process, we cannot reach the substantive questions in this case. For this reason, we would remand this matter for new hearing before an administrative law judge.

DECISION:

The decision of the administrative law judge dated May 13, 2011 is not vacated. 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.

John A. Peno

Elizabeth L. Seiser

DISSENTING OPINION OF MONIQUE F. KUESTER:

I respectfully dissent from the majority decision of the Employment Appeal Board; I would affirm the decision of the administrative law judge in its entirety.

Monique F. Kuester