

**IOWA WORKFORCE DEVELOPMENT  
UNEMPLOYMENT INSURANCE APPEALS**

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

**RANDA L WIECK**  
Claimant

**APPEAL NO. 10A-UI-08821-VST**

**ADMINISTRATIVE LAW JUDGE  
DECISION**

**SPHERION STAFFING LLC**  
Employer

**OC: 08/02/09**  
**Claimant: Respondent (2R)**

Section 96.5-1-J – Voluntary Quit from Temporary Employment  
Section 96.3-7 – Overpayment of Benefits

**STATEMENT OF THE CASE:**

Employer filed an appeal from a decision of a representative dated June 10, 2010, reference 01, which held claimant eligible for unemployment insurance benefits. After due notice, a telephone conference hearing was scheduled for and held on August 5, 2010. Claimant participated. Employer participated by Robert Campos, Client Service Supervisor. The record consists of the testimony of Randa Wieck; the testimony of Robert Campos; and Employer's Exhibits 1-4.

**ISSUES:**

Whether the claimant requested reassignment from her temporary employer; and

Whether the claimant has been overpaid unemployment insurance benefits.

**FINDINGS OF FACT:**

The administrative law judge, having heard the testimony of the witnesses and having considered all of the evidence in the record, makes the following findings of fact:

The employer is a temporary employment agency located in Des Moines, Iowa. The claimant began accepting temporary work assignments from the employer on September 28, 2009. At the time she was hired, the claimant signed a separate acknowledgement form, which states that the failure of the individual to notify the temporary employment agency within three working days of the completion of the assignment will constitute a voluntary quit. The claimant signed this form on September 21, 2009. (Exhibit 4)

The claimant was given a temporary assignment at Hewlett Packard on September 28, 2009. The claimant completed the assignment on or about May 7, 2010. The claimant was offered two assignments, both of which she declined. She did not contact the employer at any time after May 7, 2010, to request another assignment..

## REASONING AND CONCLUSIONS OF LAW:

Iowa Code section 96.5-1-j 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, but the individual shall not be disqualified if the department finds that:

j. The individual is a temporary employee of a temporary employment firm who notifies the temporary employment firm of completion of an employment assignment and who seeks reassignment. Failure of the individual to notify the temporary employment firm of completion of an employment assignment within three working days of the completion of each employment assignment under a contract of hire shall be deemed a voluntary quit unless the individual was not advised in writing of the duty to notify the temporary employment firm upon completion of an employment assignment or the individual had good cause for not contacting the temporary employment firm within three working days and notified the firm at the first reasonable opportunity thereafter.

To show that the employee was advised in writing of the notification requirement of this paragraph, the temporary employment firm shall advise the temporary employee by requiring the temporary employee, at the time of employment with the temporary employment firm, to read and sign a document that provides a clear and concise explanation of the notification requirement and the consequences of a failure to notify. The document shall be separate from any contract of employment and a copy of the signed document shall be provided to the temporary employee.

For the purposes of this paragraph:

(1) "Temporary employee" means an individual who is employed by a temporary employment firm to provide services to clients to supplement their work force during absences, seasonal workloads, temporary skill or labor market shortages, and for special assignments and projects.

(2) "Temporary employment firm" means a person engaged in the business of employing temporary employees.

The evidence in this case established that it was the claimant who initiated the separation of employment. As an employee of a temporary employment agency, she was required to contact her employer within three days after the end of an assignment. If she failed to do so, she would be considered a voluntary quit without good cause attributable to the employer. The claimant's last temporary assignment ended on or about May 7, 2010. She was offered two positions by the employer, both of which she declined. Although the claimant testified that she was interested in the warehouse position and did not turn it down, the administrative law judge concludes that this testimony is not credible. The claimant said that Tresa, another Spherion employee, was supposed to call her about the warehouse job and when she did not hear from Tresa, she assumed that she did not have a job. She admitted that she did not attempt to contact Tresa. If the claimant was truly interested in the assignment or in any assignment from the employer, she would have contacted her employer to ask about an assignment.

The claimant also testified that she did not know she was supposed to contact the employer when an assignment ended to ask for another assignment. The evidence shows that she did sign a form and that she could access her file twenty-four hours a day. She admitted that she failed to contact her employer within three days of the end of the assignment. There was no

further contact with the employer whatsoever. The claimant's failure to contact her employer is evidence of her intent to sever the employment relationship. Benefits are denied.

This next issue is overpayment of benefits.

Iowa Code section 96.3-7, as amended in 2008, provides:

7. Recovery of overpayment of benefits.

a. If an individual receives benefits for which the individual is subsequently determined to be ineligible, even though the individual acts in good faith and is not otherwise at fault, the benefits shall be recovered. The department in its discretion may recover the overpayment of benefits either by having a sum equal to the overpayment deducted from any future benefits payable to the individual or by having the individual pay to the department a sum equal to the overpayment.

b. (1) If the department determines that an overpayment has been made, the charge for the overpayment against the employer's account shall be removed and the account shall be credited with an amount equal to the overpayment from the unemployment compensation trust fund and this credit shall include both contributory and reimbursable employers, notwithstanding section 96.8, subsection 5. However, provided the benefits were not received as the result of fraud or willful misrepresentation by the individual, benefits shall not be recovered from an individual if the employer did not participate in the initial determination to award benefits pursuant to section 96.6, subsection 2, and an overpayment occurred because of a subsequent reversal on appeal regarding the issue of the individual's separation from employment. The employer shall not be charged with the benefits.

(2) An accounting firm, agent, unemployment insurance accounting firm, or other entity that represents an employer in unemployment claim matters and demonstrates a continuous pattern of failing to participate in the initial determinations to award benefits, as determined and defined by rule by the department, shall be denied permission by the department to represent any employers in unemployment insurance matters. This subparagraph does not apply to attorneys or counselors admitted to practice in the courts of this state pursuant to section 602.10101.

The overpayment issue is remanded to the Claims Section for determination

**DECISION:**

The decision of the representative dated June 10, 2010, reference 01, is reversed. Unemployment insurance benefits shall be withheld until claimant has worked in and been paid wages for insured work equal to ten times claimant's weekly benefit amount, provided claimant is otherwise eligible. The overpayment issue is remanded to the Claims Section for determination.

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Vicki L. Seeck  
Administrative Law Judge

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Decision Dated and Mailed

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