

**IOWA WORKFORCE DEVELOPMENT  
UNEMPLOYMENT INSURANCE APPEALS BUREAU**

**MARIA RIZO-JAIME**

Claimant

**APPEAL 19A-UI-04639-LJ-T**

**ADMINISTRATIVE LAW JUDGE  
DECISION**

**ADVANCE SERVICES INC**

Employer

**OC: 03/10/19**

**Claimant: Appellant (1)**

Iowa Code § 96.5(1) – Voluntary Quitting

Iowa Code § 96.5(1)j – Voluntary Quitting – Temporary Employment

**STATEMENT OF THE CASE:**

On June 7, 2019, the claimant filed an appeal from the May 28, 2019 (reference 01) unemployment insurance decision that denied benefits based upon a determination that claimant voluntarily quit her temporary employment. The parties were properly notified of the hearing. A telephonic hearing was held on July 3, 2019. The claimant, Maria Rizo-Jaime, participated along with witness Frederico Torres. The employer, Advance Services, Inc., participated through Melissa Lewien, Risk Management; and Raquel Palomino, HR Coordinator. Spanish/English interpreter Sati (ID number 10638) provided interpretation services for the hearing. Employer's Exhibits 1, 2, and 3 and Department's Exhibit D-1 were received and admitted into the record without objection. The administrative law judge took official notice of the administrative record.

**ISSUE:**

Did claimant quit by not reporting for additional work assignments within three business days of the end of the last assignment?

**FINDINGS OF FACT:**

Having reviewed all of the evidence in the record, the administrative law judge finds: Claimant was employed full-time, most recently as a temporary employee, from April 3, 2019, until May 6, 2019, when she quit.

Claimant's last assignment was packaging at Palmer Candy. On May 1, 2019, Israel at the plant told claimant that she would be laid off for several weeks. Israel told her to expect a call to come back to work after two or three weeks.

On May 2, 2019, claimant went into the employer's office and spoke with Palomino. She told Palomino that her assignment at Palmer Candy had ended. She also told Palomino that she was available to go back to Palmer Candy when they had more work available.

The employer maintains an End of Assignment Policy in English and Spanish. (Exhibits 2 and 3) This policy requires an employee to contact the employer within three working days of an assignment ending to request reassignment. Claimant received and electronically signed the Spanish End of Assignment Policy. (Exhibit 2)

Claimant had a series of assignments with this employer going back to 2013. Claimant has previously followed the End of Assignment Policy and requested reassignment within three days of an assignment ending.

### **REASONING AND CONCLUSIONS OF LAW:**

For the reasons that follow, the administrative law judge concludes claimant's separation from employment was without good cause attributable to the employer. Benefits are withheld.

Iowa Code §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.

Iowa Code § 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. (1) 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.

(2) 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.

(3) For the purposes of this paragraph:

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

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

Iowa Admin. Code r. 871-24.26(15) provides:

Employee of temporary employment firm.

a. The individual is a temporary employee of a temporary employment firm who notifies the temporary employment firm within three days of completion of an employment assignment and seeks reassignment under the contract of hire. The employee must be advised by the employer of the notification requirement in writing and receive a copy.

b. The individual shall be eligible for benefits under this subrule if the individual has good cause for not contacting the employer within three days and did notify the employer at the first reasonable opportunity.

c. Good cause is a substantial and justifiable reason, excuse or cause such that a reasonable and prudent person, who desired to remain in the ranks of the employed, would find to be adequate justification for not notifying the employer. Good cause would include the employer's going out of business; blinding snow storm; telephone lines down; employer closed for vacation; hospitalization of the claimant; and other substantial reasons.

d. Notification may be accomplished by going to the employer's place of business, telephoning the employer, faxing the employer, or any other currently acceptable means of communications. Working days means the normal days in which the employer is open for business.

The purpose of the statute is to provide notice to the temporary agency employer that the claimant is available for and seeking work at the end of the temporary assignment.

It is the duty of the administrative law judge as the trier of fact in this case, to determine the credibility of witnesses, weigh the evidence and decide the facts in issue. *Arndt v. City of LeClaire*, 728 N.W.2d 389, 394-395 (Iowa 2007). The administrative law judge may believe all, part or none of any witness's testimony. *State v. Holtz*, 548 N.W.2d 162, 163 (Iowa App. 1996). In assessing the credibility of witnesses, the administrative law judge should consider the evidence using his or her own observations, common sense and experience. *Id.* In determining the facts, and deciding what testimony to believe, the fact finder may consider the following factors: whether the testimony is reasonable and consistent with other believable evidence; whether a witness has made inconsistent statements; the witness's appearance, conduct, age, intelligence, memory and knowledge of the facts; and the witness's interest in the trial, their motive, candor, bias and prejudice. *Id.*

After assessing the credibility of the witnesses who testified during the hearing, considering the applicable factors listed above, and using her own common sense and experience, the

administrative law judge finds the employer's testimony more credible than claimant's testimony. Both the employer's documentation from the time of claimant's separation and the fact-finding notes prepared by an impartial third party indicate that claimant did not request another assignment when she spoke to Palomino on May 2, 2019.

In this case, claimant has not established her separation was because of the employer. Claimant received a copy of the End of Assignment Policy in Spanish, and she had followed this policy in the past. Claimant properly notified the employer on May 2 that her assignment had ended temporarily. However, claimant did not request reassignment at that time. Rather, the credible evidence in the record shows claimant specifically requested that she go back to Palmer Candy only. Since the claimant failed to request reassignment as required by the policy, benefits must be withheld.

**DECISION:**

The May 28, 2019, (reference 01) unemployment insurance decision is affirmed. Claimant separated from employment without good cause attributable to the employer. Benefits are withheld until such time as she has worked in and been paid wages for insured work equal to ten times her weekly benefit amount, provided she is otherwise eligible.

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Elizabeth A. Johnson  
Administrative Law Judge

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Decision Dated and Mailed

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