

**IOWA WORKFORCE DEVELOPMENT  
UNEMPLOYMENT INSURANCE APPEALS**

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

**KELSIE N INMAN**  
Claimant

**APPEAL NO: 19A-UI-02021-B2T**

**ADMINISTRATIVE LAW JUDGE  
DECISION**

**IOWA WORKFORCE DEVELOPMENT  
DEPARTMENT**

**OC: 12/23/18**  
**Claimant: Appellant (1)**

Iowa Admin. Code r. 871-24.2(1)e – Failure to Report  
Iowa Code § 96.4-3 – Able and Available

**STATEMENT OF THE CASE:**

The claimant filed a timely appeal from a decision dated March 5, 2019, reference 10, that denied benefits effective February 24, 2019, for failure to report for reemployment services. After due notice was issued, a hearing was held by telephone conference call on March 22, 2019. Claimant did participate.

**ISSUES:**

Whether claimant failed to report as directed?

Whether claimant is able and available for work?

**FINDINGS OF FACT:**

Having heard the testimony and having examined the evidence in the record, the administrative law judge finds: Claimant received notice of when IWD was to be in contact with her. On the date and time scheduled, claimant did not have her phone on her. Claimant stated that she'd forgotten to have the phone, and tried unsuccessfully to return the call an hour later. Claimant stated that she didn't know who to contact, so she later filed her appeal once she'd received notice of her denial of benefits in this matter.

**REASONING AND CONCLUSIONS OF LAW:**

For the reasons that follow, the administrative law judge concludes the claimant has not established a good cause reason for having failed to report for reemployment services. Benefits are withheld. Claimant's only reason expressed for failing to be available for the phone call from IWD was that she forgot to have her phone with her. This is not a good cause reason to not address the concerns IWD had over claimant's availability to work. Until claimant has resolved those matters with IWD, she is not eligible for benefits.

Iowa Admin. Code r. 871-24.2(1)e provides:

e. In order to maintain continuing eligibility for benefits during any continuous period of unemployment, an individual shall report as directed to do so by an authorized representative of the department. If the individual has moved to another locality, the individual may register and report in person at a workforce development center at the time previously specified for the reporting.

(1) An individual who files a weekly continued claim will have the benefit payment automatically deposited weekly on a debit card specified by the department.

(2) The department retains the ultimate authority to choose the method of reporting and payment.

Iowa Admin. Code r. 871-24.6(1-6) provides:

Reemployment services and eligibility assessment procedure.

(1) The department of workforce development will provide a program which consists of profiling claimants and providing reemployment services.

(1) Purpose.

a Profiling is a systematic procedure used to identify claimants who, because of certain characteristics, are determined to be permanently separated and most likely to exhaust benefits. Such claimants may be referred to reemployment services.

b. The eligibility assessment program is used to accelerate the individual's return to work and systematically review the individual's efforts towards the same goal.

(3) Reemployment services and eligibility assessment may include, but are not limited to, the following:

a. An assessment of the claimant's aptitude, work history, and interest.

b. Employment counseling regarding reemployment approaches and plans.

c. Job search assistance and job placement services.

d. Labor market information.

e. Job search workshops or job clubs and referrals to employers.

f. Résumé preparation.

g. Other similar services.

(4) As part of the initial intake procedure, each claimant shall be required to provide the information necessary for profiling and evaluation of the likelihood of needing reemployment assistance.

(5) The referral of a claimant and the provision of reemployment services is subject to the availability of funding and limitations of the size of the classes.

(6) A claimant shall participate in reemployment services when referred by the department unless the claimant establishes justifiable cause for failure to participate or the claimant has previously completed such training or services. Failure by the claimant to participate without justifiable cause shall disqualify the claimant from the receipt of benefits until the claimant participates in the reemployment services or eligibility assessment. The claimant shall contact the agency prior to the scheduled appointment or service to advise the department of the justifiable cause..

a. Justifiable cause for failure to participate is an important and significant reason which a reasonable person would consider adequate justification in view of the paramount importance of reemployment to the claimant. Justifiable cause includes when the claimant is scheduled for an employment interview, is verified return to work, or both prior to the scheduled appointment or service.

b. Reserved.

This rule is intended to implement Iowa Code section 96.4(7).

**DECISION:**

The decision of the representative dated March 5, 2019, reference 10, is affirmed. Benefits shall be withheld effective February 24, 2019.

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Blair A. Bennett  
Administrative Law Judge

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Decision Dated and Mailed

bab/scn