

**IOWA WORKFORCE DEVELOPMENT  
UNEMPLOYMENT INSURANCE APPEALS**

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

**PAULA K OWENS**

Claimant

**APPEAL NO. 08A-UI-08908-HT**

**ADMINISTRATIVE LAW JUDGE  
DECISION**

**MANPOWER INTERNATIONAL INC**

Employer

**OC: 08/1/08 R: 01  
Claimant: Respondent (2-R)**

Section 96.5(1)j – Quit

**STATEMENT OF THE CASE:**

The employer, Manpower, filed an appeal from a decision dated September 24, 2008, reference 01. The decision allowed benefits to the claimant, Paula Owens. After due notice was issued a hearing was held by telephone conference call on October 20, 2008. The claimant participated on her own behalf. The employer participated by Staffing Specialist Todd Ashenfelter

**ISSUE:**

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

**FINDINGS OF FACT:**

Paula Owens was employed by Manpower from January 28, 2008 until August 31, 2008, as a production worker at NSK Corporation. On August 29, 2008, NSK supervisor Kelly O'Donnell notified her the company was cutting back and her position was going to be eliminated. He stated the Manpower On-Site Supervisor Heidi Pringle would talk to her about other positions at the client company.

Ms. Pringle did discuss with the claimant two other assignments on September 3, 2008, one in the quality department which would pay \$1.50 an hour less than her current job. The other was in the "speed testing" area which would require her to work in an enclosed space and Ms. Owens declined because she was too claustrophobic to work in such a small space.

After being told by Ms. Pringle there were no other positions available at NSK, the claimant did not contact the main Manpower office to request another assignment. When she first applied for work she spoke with Staffing Specialist Todd Ashenfelter but for some reason thought Ms. Pringle was "all there was" to Manpower and did not inquire at the main office for further assignments after the one at NSK ended. At the time of hire Ms. Owens did sign a statement informing her she must contact the Manpower office within three days of the end of each assignment to request further assignments.

Paula Owens has received unemployment benefits since filing a claim with an effective date of August 31, 2008.

### **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 claimant was told the assignment at NSK was at an end and she did not want to accept any of the other positions at that client company. Ms. Pringle was only the on-site supervisor at that client and would not have been in a position to know if Manpower had other assignments the claimant could have taken. Ms. Owens did not contact Manpower as required within three days of the end of her assignment at NSK, and under the provisions of the above Administrative Code section, this is a voluntary quit without good cause attributable to the employer. The claimant is disqualified.

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 states pursuant to section 602.10101.

The claimant has received unemployment benefits to which she is not entitled. The question of whether the claimant must repay these benefits is remanded to the UIS division.

**DECISION:**

The representative's decision of September 24, 2008, reference 01, is reversed. Paula Owens is disqualified and benefits are withheld until she has earned ten times her weekly benefit amount, provided she is otherwise eligible. The issue of whether the claimant must repay the unemployment benefits is remanded to UIS division for determination.

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Bonny G. Hendricksmeier  
Administrative Law Judge

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Decision Dated and Mailed

bgh/css