

**IOWA WORKFORCE DEVELOPMENT  
UNEMPLOYMENT INSURANCE APPEALS BUREAU**

**LAURIE RHINEHART**  
Claimant

**APPEAL 18A-UI-02868-JCT**

**ADMINISTRATIVE LAW JUDGE  
DECISION**

**IOWA WORKFORCE  
DEVELOPMENT DEPARTMENT**

**OC: 01/28/18**  
**Claimant: Appellant (4)**

Iowa Code § 96.6(1) – Filing Claims

Iowa Admin. Code r. 871-24.2(1)g – Retroactive Benefits

**STATEMENT OF THE CASE:**

The claimant filed a timely appeal from the February 26, 2018, (reference 02) unemployment insurance decision that denied the request for retroactive benefits. After due notice was issued, a hearing was scheduled and held by telephone conference call on March 28, 2018. The claimant participated personally. The Claimant's Exhibit A was admitted into evidence. The administrative law judge took official notice of the administrative records including the fact-finding documents. Based on the evidence, the arguments presented, and the law, the administrative law judge enters the following findings of fact, reasoning and conclusions of law, and decision.

**ISSUE:**

Should the claimant's request for retroactive benefits be granted for the three-week period ending February 17, 2018?

**FINDINGS OF FACT:**

Having reviewed all of the evidence in the record, the administrative law judge finds: Claimant filed an original claim effective January 28, 2018, in response to a temporary reduction in hours. The claimant did not read the claimant handbook upon filing her claim, as directed.

She did not file continued claims by online web application for the three-week period ending February 17, 2018. For the week ending February 3, 2018, and the week ending February 10, 2018, the claimant earned \$540.00 in wages each week. The claimant did not intend or attempt to file weekly continued claims for the two weeks ending February 10, 2018, because she worked. The claimant did not realize that by opening her claim but not filing a weekly continued claim that she would become locked out without warning.

She earned no wages for the week ending February 17, 2018. The claimant attempted to file her weekly continued claim on February 19, 2018, for the week ending February 17, 2018. Because the claimant did not file his weekly continued claim for one week, her claim closed and she was unable to file the claim for the one week ending February 17, 2018. When the claimant

recognized the issue, she contacted the Iowa Workforce Development (IWD) on February 23, 2018 and was assisted in reopening the claim.

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

For the reasons that follow, the administrative law judge concludes the claimant's request for retroactive benefits is granted in part and denied in part.

Iowa Code section 96.6(1) provides:

### **96.6 Filing — determination — appeal.**

1. *Filing.* Claims for benefits shall be made in accordance with such regulations as the department may prescribe.

In order to be eligible for weekly benefits, the claimant must file an online web application continued claim or show good cause for the failure to do so to support a request for retroactive benefits. Iowa Admin. Code r. 871-24.2(1)g.

The December 2017, version of the *Unemployment Insurance Benefits Handbook*, provides in pertinent part at pages 13 and 14:

#### **Claim Effective Date**

The effective date of all UI claims, regardless of filing method, will be the Sunday of the week in which the application was filed. The effective date of a claim will not be changed for applications that were not filed in a timely manner.

and

#### **Reactivating a Claim**

An individual can start and stop claiming weekly benefits as many times as necessary during the benefit year. This is called a break in reporting status. Any break in reporting requires the individual to file another initial claim application during the week they want to start collecting benefits again. Any employment during the break must be reported.

The December 2017, version of the *Unemployment Insurance Benefits Handbook*, provides in pertinent part at pages 19 and 20:

#### **Filing Weekly Claims**

##### **How to File**

After you file your initial claim, file weekly claims online at [iowaworkforcedevelopment.gov](http://iowaworkforcedevelopment.gov) for every week you are unemployed or your hours are reduced. You must file a weekly claim for any week that you want payment even if your eligibility is being decided or you have an appeal pending.

To request UI benefit payments during weeks of unemployment, individuals must certify they:

- Are currently unemployed or working reduced hours
- Are able to work and available for work
- Have not refused any job offers or referrals to a job
- Are actively looking for work (unless waived)
- Are reporting any pay or pension payment

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Start of UI claim week one						Last day of week one (no filing)
First day to file week one	File for week one	File for week one	File for week one	File for week one	Last day to file for week one	Last day of week two (no filing)
First day to file week two	File for week two	File for week two	File for week two	File for week two	Last day to file for week two	Last day of week three (no filing)
First day to file week three	File for week three	File for week three	File for week three	File for week three	Last day to file for week three	Last day of week four (no filing)

### When to File

The current week is the week that just ended on Saturday. Weekly claims must be filed 8 am Sunday through 5:30 pm Friday for the prior week only. This means individuals have six days to file the previous week's claim. See the chart above for the days available to file. Weekly claims can be filed online using a mobile device or computer at <https://uiclaims.iwd.iowa.gov/weeklyclaims/>.

Delay in filing your weekly claim could result in denial of benefits.

**IMPORTANT:** You will receive confirmation that the claim has been processed successfully. If you don't receive confirmation, the process must be repeated until the claim has been successfully submitted.

Elsewhere in the December 2017, version of the handbook at page 8, contact information includes days and hours for filing a claim and weekly claim reporting:

### File a Claim

Hours: Sunday through Friday, 8:00 am to 4:30 pm  
[www.iowaworkforcedevelopment.gov](http://www.iowaworkforcedevelopment.gov)  
<https://uiclaims.iwd.iowa.gov/UIInitialClaim/>

### Weekly Claim Reporting

Hours: Sunday 8:00 am – 11:30 pm and Monday through Friday 8:00 am through 5:30 pm  
<https://uiclaims.iwd.iowa.gov/weeklyclaims/>

The credible evidence presented does not support the claimant filing or making attempts to file her weekly continued claim for the two-week period ending February 10, 2018. Therefore, the administrative law judge concludes the claimant has failed to establish a good cause reason for failing to file her continued weekly claims for the two week period ending February 10, 2018. However, the claimant attempted to file her weekly claim in a timely manner the next week. The claimant was unable to because the claim closed after one week of failing to file a continued weekly claim.

Although the Unemployment Insurance Handbook addresses reactivating a claim, it does not clearly state that a claim will close after only one week of failing to file a continued weekly claim. Even if it did, it would have been technically impossible for claimant to reopen the claim in order to file a continued weekly claim for the week ending February 17, 2018. The claim did not close

until the deadline to make a weekly claim filing—February 16, 2018, at 5:30 p.m. However, claimant only had until February 16, 2018, at 4:30 p.m. to reopen the claim. In other words, there was no closed claim for claimant to reopen. There is nothing claimant could have done to prevent the missed weekly claim filing.

Based on the evidence presented, the claimant has shown a good cause reason for failing to file her weekly continued claim for the one week ending February 17, 2018. Therefore, the claimant's request for retroactive benefits for the one week ending February 17, 2018, is allowed, provided the claimant is otherwise eligible.

**DECISION:**

The February 26, 2018, (reference 02) unemployment insurance decision is modified in favor of claimant/appellant. The claimant's request for retroactive benefits is granted for the one week ending February 18, 2018, and denied for the two week period ending February 10, 2018.

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Jennifer L. Beckman  
Administrative Law Judge

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Decision Dated and Mailed

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