

**IOWA WORKFORCE DEVELOPMENT  
UNEMPLOYMENT INSURANCE APPEALS BUREAU**

---

**CASSIE M DAY**  
Claimant

**APPEAL 18A-UI-01419-TN-T**

**ADMINISTRATIVE LAW JUDGE  
DECISION**

**PRINCIPAL LIFE INSURANCE CO**  
Employer

**OC: 01/07/18  
Claimant: Appellant (6)**

---

Iowa Code §96.5(1) – Voluntary Quit  
Iowa Code § 17A.12(3) – Default Decision  
Iowa Admin. Code r. 871-26.14(7) – Dismissal of Appeal on Default

**STATEMENT OF THE CASE:**

The claimant/appellant, Cassie Day, filed an appeal from the unemployment insurance decision dated January 29, 2018, reference 01, which concluded she was not eligible for unemployment insurance benefits after a separation from employment. On February 7, 2018, notices of hearing were mailed to the parties' last known addresses of record for a telephone hearing scheduled on February 23, 2018 at 2:00 p.m. The appellant followed the instructions on the Notice of Hearing and registered a telephone number where she could be reached at the time and date scheduled for this hearing. However, the claimant/appellant did not answer the call at the telephone number she provided at the time set for the hearing. Because the appellant did not make herself available for the hearing as instructed, no hearing was held.

**ISSUE:**

Should the appeal be dismissed based on the appellant's failure to appear and participate?

**FINDINGS OF FACT:**

The parties were properly notified of the scheduled hearing for this appeal. The appellant, Cassie Day, registered a telephone number where she could be reached for this hearing, but was not available to answer the administrative law judge's call at the time of the hearing. The administrative law judge called her twice for the hearing. The ALJ could not leave a voice mail message for her to return his call as soon as possible because the claimant's voice mailbox was full. Ms. Day did not answer the ALJ's calls in a timely manner. She called the Appeals Bureau more than an hour later. Because the claimant/appellant was not available to participate in the telephone hearing at the time it was scheduled, no hearing was held.

The back page of the hearing notice provides this instruction and warning:

**Failure to Participate**

If you do not participate in the hearing, the judge may dismiss the appeal or issue a decision without considering your evidence or witnesses.

As a *courtesy* to the appellant, the record was left open for a grace period of 20 minutes after the hearing start time to give the appellant a *reasonable* opportunity to participate. Holding the appellant in default for failure to appear and participate is reasonable considering the time allocated for each unemployment hearing. This additional time period is more than reasonable under the circumstances.

The unemployment insurance decision had concluded that the claimant was not eligible for unemployment insurance benefits.

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

The Iowa Administrative Procedure Act at Iowa Code § 17A.12(3) provides in pertinent part:

If a party fails to appear or participate in a contested case proceeding after proper service of notice, the presiding officer may, if no adjournment is granted, enter a default decision or proceed with the hearing and make a decision in the absence of the party. ... If a decision is rendered against a party who failed to appear for the hearing and the presiding officer is timely requested by that party to vacate the decision for good cause, the time for initiating a further appeal is stayed pending a determination by the presiding officer to grant or deny the request. If adequate reasons are provided showing good cause for the party's failure to appear, the presiding officer shall vacate the decision and, after proper service of notice, conduct another evidentiary hearing. **If adequate reasons are not provided showing good cause for the party's failure to appear, the presiding officer shall deny the motion to vacate.**

Agency rules at Iowa Admin. Code r. 871-26.14(7) provide:

If a party has not responded to a notice of telephone hearing by providing the appeals bureau with the names and telephone numbers of the persons who are participating in the hearing **by the scheduled starting time of the hearing or is not available at the telephone number provided**, the presiding officer may proceed with the hearing. **If the appealing party fails to provide a telephone number or is unavailable for the hearing, the presiding officer may decide the appealing party is in default and dismiss the appeal** as provided in Iowa Code § 17A.12(3). The record may be reopened if the absent party makes a request in writing to reopen the hearing under subrule 26.8(3) and shows good cause for reopening the hearing.

a. If an absent party responds to the hearing notice while the hearing is in progress, the presiding officer shall pause to admit the party, summarize the hearing to that point, administer the oath, and resume the hearing.

b. If a party responds to the notice of hearing after the record has been closed and any party which has participated is no longer on the telephone line, the presiding officer shall not take the evidence of the late party.

c. **Failure to read or follow the instructions on the notice of hearing shall not constitute good cause for reopening the record.** (Emphasis added.)

A default should not be set aside for ordinary negligence or want of ordinary care. Defaults should not be set aside where the movant ignores plain instruction with ample opportunity to comply. See *Houlihan v. Emp't Appeal Bd.*, 545 N.W.2d 863 (Iowa 1996). Here, the claimant was clearly directed to read the hearing notice and register a telephone number where he or

she can be reached for the hearing. This claimant followed the instructions and registered a telephone number for the hearing. However, she did not answer the administrative law judge's calls at the time scheduled for the telephone hearing. Due process requires notice and an opportunity to be heard, both of which were provided to each party. *The rule does not provide exceptions for good intentions and/or a party contacting the Appeals Bureau within a 'reasonable' or certain amount of time after the hearing is scheduled.* It is assumed an appellant intends to participate in the hearing simply by the fact that an appeal is filed, but his or her responsibility does not end there. She must be available to participate in the hearing as scheduled, on the date and time on the hearing notice.

Each party is required to follow the prominent specific written instructions printed on the hearing notice. The claimant filed the appeal and is held solely responsible for going forward with the case in a prompt and deliberate manner. The rule holds an appellant in default if he or she is not present *at the start* of hearing. As a courtesy, this appellant was granted an additional 20-minute grace period not required by statute or rule. Here, notwithstanding notice, opportunity and additional time, she failed to prosecute the case at the appointed date and time without providing a good-cause reason for the delay or failure to do so. Accordingly, the appellant is in default and the appeal shall be dismissed. Iowa Code §17A.12(3); Iowa Admin. Code r. 26.14(7); Iowa Admin. Code r. 871-26.8(3). The unemployment insurance decision remains in force and effect.

If the appellant does not intend to pursue this appeal, she need not take any action. If she intends to pursue this appeal, she may appeal the decision directly to the Employment Appeal Board at the address listed on the front page of this decision. Or, she may make a written request to the administrative law judge that the hearing be reopened. The written request should be mailed to the administrative law judge at the address listed on the front page of this decision and must explain the emergency or other good cause that prevented her from participating in the hearing at its scheduled time. If she intends to pursue this appeal, she must take one of these actions within 15 days after the mailing date of this decision.

**DECISION:**

The unemployment insurance decision dated January 29, 2018, reference 01, denying benefits remains in effect as the appellant is in default. The appeal is dismissed.

---

Terence P. Nice  
Administrative Law Judge  
Unemployment Insurance Appeals Bureau  
Iowa Workforce Development  
1000 East Grand Avenue  
Des Moines, IA 50319-0209  
Fax: 515-478-3528

---

Decision Dated and Mailed

tn/ec/rvs