

**IOWA WORKFORCE DEVELOPMENT
UNEMPLOYMENT INSURANCE APPEALS BUREAU**

JACOB E JOHNSON
Claimant

APPEAL 17A-UI-10986-CL-T

**ADMINISTRATIVE LAW JUDGE
DECISION**

**IOWA WORKFORCE DEVELOPMENT
DEPARTMENT**

**OC: 09/24/17
Claimant: Appellant (2)**

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 an appeal from the October 17, 2017, (reference 02) unemployment insurance decision that denied the request for retroactive benefits. After due notice was issued, a telephone conference hearing was scheduled for November 14, 2017. Claimant participated. Claimant's Exhibit A was received.

ISSUE:

Should the claimant's request for retroactive benefits be granted for the two-week period ending October 7, 2017?

FINDINGS OF FACT:

Having heard the testimony and having reviewed the evidence in the record, the administrative law judge finds: Claimant filed an original claim effective September 24, 2017. He did not file continued claims by online web application for the two-week period ending October 7, 2017. When claimant initially filed his claim he went into his local office. He spoke with an IWD employee who informed him that there would be a 12-day review period during which the employer would have the opportunity to protest the claim. The IWD employee instructed claimant not to file his continued weekly claim until he received an initial unemployment insurance decision notifying him whether he was qualified to receive benefits. Therefore, claimant did not file a weekly continued claim for the week ending September 30, 2017. Claimant attempted to file his weekly continued claim for the week ending October 7, 2017, after receiving a decision that he was qualified to receive benefits. However, when he attempted to file his continued weekly claim, he was locked out of his account. Claimant called the agency and was instructed to reopen his account and at that time he made a request for retroactive benefits.

Claimant did not earn any wages or receive any vacation or holiday pay during the two weeks ending October 7, 2017. He was able to and available for work and made the requisite job searches.

REASONING AND CONCLUSIONS OF LAW:

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

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 September 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 he/she wants to start collecting benefits again. Any employment during the break must be reported.

The September 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 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 September 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
<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/>

In this case, claimant failed to file his continued weekly claim for the one week ending September 30, 2017, based on incorrect advice given by an Iowa Workforce Development employee. Claimant attempted to file his continued weekly claim for the one week ending October 7, 2017, but was unable to do so as his account closed after one missed weekly filing. While the handbook explains reactivating a claim, it does not explicitly state a claim will close after only one missed continued weekly claim filing. Claimant has established a good cause reason for failing to file continued weekly claims for the two weeks ending October 7, 2017.

DECISION:

The October 17, 2017, (reference 02) unemployment insurance decision is reversed. The claimant's request for retroactive benefits for the two weeks ending October 7, 2017 is granted. Claimant did not earn any wages or receive any vacation or holiday pay during the two weeks ending October 7, 2017.

Christine A. Louis
Administrative Law Judge
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Decision Dated and Mailed

cal/rvs