

**IOWA WORKFORCE DEVELOPMENT  
UNEMPLOYMENT INSURANCE APPEALS BUREAU**

**STEPHANIE A JENKS**  
Claimant

**ANNETT HOLDINGS INC**  
Employer

**APPEAL 21A-UI-13895-AR-T**

**ADMINISTRATIVE LAW JUDGE  
DECISION**

**OC: 03/14/21  
Claimant: Appellant (2)**

Iowa Code § 96.5(2)a – Discharge for Misconduct

**STATEMENT OF THE CASE:**

On June 13, 2021, the claimant, Stephanie A. Jenks, filed an appeal from the June 8, 2021, (reference 01) unemployment insurance decision that denied benefits based on the determination that the employer, Annett Holdings, Inc., discharged claimant for violation of a known company rule. The parties were properly notified about the hearing. A telephone hearing was held on August 12, 2021. Claimant participated personally. The employer did not respond to the hearing notice and did not participate.

**ISSUE:**

Was the claimant discharged for disqualifying job-related misconduct?

**FINDINGS OF FACT:**

Having reviewed all of the evidence in the record, the administrative law judge finds: The claimant was employed full-time as a public relations coordinator beginning on July 7, 2020, and was separated from employment on March 13, 2021, when she was discharged.

In her position, claimant was expected to produce a certain amount of content for the employer's social media and other company-produced media. Shortly after she was hired, her supervisor, Stacey Sickmiller, provided claimant with some feedback that she should take more care in the writing and editing process to avoid errors. Claimant took this feedback to heart and submitted work with far fewer errors thereafter. She met weekly with Sickmiller, who only provided positive feedback about the quantity and quality of claimant's work. Claimant was never issued warnings about her work or about her conduct at work.

On March 13, 2021, Sickmiller called claimant into a meeting and informed her that she was being discharged from employment. The reason Sickmiller gave claimant verbally was distractions in the workplace and errors in claimant's work. The termination notice issued to claimant listed the reasons of errors in her work and lack of content. Claimant adamantly denies that she failed to perform to the employer's standards. She had no indication that her employment was in jeopardy prior to her discharge.

## REASONING AND CONCLUSIONS OF LAW:

For the reasons that follow, the administrative law judge concludes claimant was discharged from employment for no disqualifying reason.

Iowa Code § 96.5(2)a provides:

An individual shall be disqualified for benefits:

2. Discharge for misconduct. If the department finds that the individual has been discharged for misconduct in connection with the individual's employment:

a. The individual shall be disqualified for benefits until the individual has worked in and has been paid wages for insured work equal to ten times the individual's weekly benefit amount, provided the individual is otherwise eligible.

Iowa Admin. Code r. 871—24.32(1)a provides:

Discharge for misconduct.

(1) Definition.

a. "Misconduct" is defined as a deliberate act or omission by a worker which constitutes a material breach of the duties and obligations arising out of such worker's contract of employment. Misconduct as the term is used in the disqualification provision as being limited to conduct evincing such willful or wanton disregard of an employer's interest as is found in deliberate violation or disregard of standards of behavior which the employer has the right to expect of employees, or in carelessness or negligence of such degree of recurrence as to manifest equal culpability, wrongful intent or evil design, or to show an intentional and substantial disregard of the employer's interests or of the employee's duties and obligations to the employer. On the other hand mere inefficiency, unsatisfactory conduct, failure in good performance as the result of inability or incapacity, inadvertencies or ordinary negligence in isolated instances, or good faith errors in judgment or discretion are not to be deemed misconduct within the meaning of the statute.

This definition has been accepted by the Iowa Supreme Court as accurately reflecting the intent of the legislature. *Huntoon v. Iowa Dep't of Job Serv.*, 275 N.W.2d 445, 448 (Iowa 1979).

The employer has the burden of proof in establishing disqualifying job misconduct. *Cosper v. Iowa Dep't of Job Serv.*, 321 N.W.2d 6 (Iowa 1982). The issue is not whether the employer made a correct decision in separating claimant, but whether the claimant is entitled to unemployment insurance benefits. *Infante v. Iowa Dep't of Job Serv.*, 364 N.W.2d 262 (Iowa Ct. App. 1984). Misconduct must be "substantial" to warrant a denial of job insurance benefits. *Newman v. Iowa Dep't of Job Serv.*, 351 N.W.2d 806 (Iowa Ct. App. 1984).

In an at-will employment environment an employer may discharge an employee for any number of reasons or no reason at all if it is not contrary to public policy, but if it fails to meet its burden of proof to establish job related misconduct as the reason for the separation, it incurs potential liability for unemployment insurance benefits related to that separation. A determination as to whether an employee's act is misconduct does not rest solely on the interpretation or application

of the employer's policy or rule. A violation is not necessarily disqualifying misconduct even if the employer was fully within its rights to impose discipline up to or including discharge for the incident under its policy.

An employee is entitled to fair warning that the employer will no longer tolerate certain performance and conduct. Without fair warning, an employee has no reasonable way of knowing that there are changes that need be made in order to preserve the employment. If an employer expects an employee to conform to certain expectations or face discharge, appropriate (preferably written), detailed, and reasonable notice should be given. Training or general notice to staff about a policy is not considered a disciplinary warning. Inasmuch as employer had not previously warned claimant about the issue leading to the separation, it has not met the burden of proof to establish that claimant acted deliberately or with recurrent negligence in violation of company policy, procedure, or prior warning.

The employer has not carried its burden of establishing that claimant engaged in disqualifying misconduct. There is no evidence presented indicating that claimant willfully violated one of the employer's policies or engaged in conduct that, even without warning, would constitute disqualifying misconduct. Additionally, the claimant received no warnings prior to her discharge indicating that continued conduct of some kind would result in her termination. No disqualification is imposed, and benefits are allowed, provided claimant is otherwise eligible.

**DECISION:**

The June 8, 2021, (reference 01) unemployment insurance decision is reversed. Claimant was discharged from employment for no disqualifying reason. Benefits are allowed, provided she is otherwise eligible.



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Alexis D. Rowe  
Administrative Law Judge

August 18, 2021  
Decision Dated and Mailed

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