

**IOWA WORKFORCE DEVELOPMENT  
UNEMPLOYMENT INSURANCE APPEALS BUREAU**

**STEPHANIE BOAT**  
Claimant

**APPEAL 19A-UI-08408-CL-T**

**ADMINISTRATIVE LAW JUDGE  
DECISION**

**IOWA WORKFORCE  
DEVELOPMENT DEPARTMENT**

**OC: 06/02/19  
Claimant: Appellant (2)**

Iowa Code § 96.4(3) - Able and Available  
Iowa Admin. Code r. 871-24.2(1)e – Notice to Report  
Iowa Admin. Code r. 871-24.23(11) – Failure to Report

**STATEMENT OF THE CASE:**

On October 28, 2019, the claimant appealed a representative's October 21, 2019 (reference 03) unemployment insurance decision that concluded she failed to respond to a notice to report and was, therefore, not eligible to receive unemployment insurance benefits as of October 13, 2019. After a hearing notice was mailed to the claimant's last-known address of record, a telephone hearing was held on November 18, 2019. The claimant participated personally.

**ISSUE:**

Did the claimant fail to report as directed or offer a good cause reason for failure to do so?

**FINDINGS OF FACT:**

The administrative law judge, having considered all of the evidence in the record, finds that: Iowa Workforce Development (IWD) mailed a letter to claimant giving notice that she was required to register for work by October 9, 2019, using the IowaWorks website. Claimant received the letter on October 3, 2019. On October 4, 2019, claimant followed the instructions and registered for work. However, the website apparently did not register claimant's resume correctly and her information was jumbled and did not enter on the appropriate blanks in the system.

On October 23, 2019, IWD mailed the reference 03 decision denying claimant benefits effective October 13, 2019, based on her failure to register for work by the deadline. Claimant filed a timely appeal.

On October 24, 2019, claimant called Iowa Workforce Development to find out why her benefits were denied. Claimant spoke with an employee at the Ames extension office. The employee told claimant that her resume information was jumbled up by IWD's computer system. The employee helped claimant fix the issue.

IWD's Customer Information Database reflects that claimant is registered for work effective October 24, 2019.

On October 25, 2019, IWD issued a decision allowing benefits effective October 20, 2019. Therefore, claimant is still denied benefits during the one week ending October 19, 2019.

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

For the reasons that follow, the administrative law judge concludes the claimant has registered for work effective October 24, 2019, and has shown a good cause reason for failing to register for work prior to that date.

Iowa Code section 96.4(3) provides:

An unemployed individual shall be eligible to receive benefits with respect to any week only if the department finds that:

3. The individual is able to work, is available for work, and is earnestly and actively seeking work. This subsection is waived if the individual is deemed partially unemployed, while employed at the individual's regular job, as defined in section 96.19, subsection 38, paragraph "b", unnumbered paragraph (1), or temporarily unemployed as defined in section 96.19, subsection 38, paragraph "c". The work search requirements of this subsection and the disqualification requirement for failure to apply for, or to accept suitable work of section 96.5, subsection 3 are waived if the individual is not disqualified for benefits under section 96.5, subsection 1, paragraph "h".

Iowa Admin. Code r. 871-24.2(1)e provides:

e. In order to maintain continuing eligibility for benefits during any continuous period of unemployment, an individual shall report as directed to do so by an authorized representative of the department. If the individual has moved to another locality, the individual may register and report in person at a workforce development center at the time previously specified for the reporting.

(1) An individual who files a weekly continued claim will have the benefit payment automatically deposited weekly on a debit card specified by the department.

(2) The department retains the ultimate authority to choose the method of reporting and payment.

Iowa Admin. Code r. 871-24.23(11) provides:

Availability disqualifications. The following are reasons for a claimant being disqualified for being unavailable for work.

(11) Failure to report as directed to workforce development in response to the notice which was mailed to the claimant will result in the claimant being deemed not to meet the availability requirements.

The claimant was directed to register for work. Claimant followed IWD's instructions, but unbeknownst to her, the IowaWorks website did not properly register her information. When claimant realized this was the case, she called IWD and resolved the issue immediately. Claimant reported as directed effective October 24, 2019, and has shown a good cause reason for his failure to do so sooner.

**DECISION:**

The October 21, 2019 (reference 03) unemployment insurance decision is reversed. The claimant has registered for work and has shown a good reason for not doing so by the deadline imposed by IWD. Benefits are allowed effective October 13, 2019, provided she is otherwise eligible.



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November 26, 2019  
Decision Dated and Mailed

cal/scn