



Here the Claimant did not participate in the hearing because she had not provided a telephone number for the administrative law judge to call. When the Claimant tried to register online, she was unable and received incorrect information from Workforce personnel when she called to provide a telephone number. The Claimant has established her intention to follow through with the appeals process, but for the erroneous information she received from the agency. For this reason, the matter will be remanded for another hearing before an administrative law judge so that the Claimant may avail herself of her due process right.

We caution the Claimant that, barring exceptional circumstances, we will not again excuse a failure to call in a number where the Claimant could be reached.

**DECISION:**

The decision of the administrative law judge dated July 28, 2017 is not vacated and remains in force unless and until the Department makes a differing determination pursuant to this remand. This matter is remanded to an administrative law judge in the Workforce Development Center, Appeals Section. The administrative law judge shall conduct a hearing following due notice. After the hearing, the administrative law judge shall issue a decision which provides the parties appeal rights.

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Kim D. Schmett

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Ashley R. Koopmans

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James M. Strohman

AMG/fnv