

IOWA WORKFORCE DEVELOPMENT  
Unemployment Insurance Appeals Section  
1000 East Grand—Des Moines, Iowa 50319  
DECISION OF THE ADMINISTRATIVE LAW JUDGE  
68-0157 (7-97) – 3091078 - EI

MARK N KIRCHNER  
103 W COLLEGE  
ALGONA IA 50511

CLEARWATER CLEANERS  
ATTN SONJA DAHLBERG  
9616 – 140<sup>TH</sup> ST NEW  
SOUTH HAVEN MN 55384

Appeal Number: 04A-UI-06132-HT  
OC: 03/21/04 R: 02  
Claimant: Respondent (2)

**This Decision Shall Become Final**, unless within fifteen (15) days from the date below, you or any interested party appeal to the Employment Appeal Board by submitting either a signed letter or a signed written Notice of Appeal, directly to the **Employment Appeal Board, 4<sup>th</sup> Floor—Lucas Building, Des Moines, Iowa 50319**.

The appeal period will be extended to the next business day if the last day to appeal falls on a weekend or a legal holiday.

STATE CLEARLY

1. The name, address and social security number of the claimant.
2. A reference to the decision from which the appeal is taken.
3. That an appeal from such decision is being made and such appeal is signed.
4. The grounds upon which such appeal is based.

YOU MAY REPRESENT yourself in this appeal or you may obtain a lawyer or other interested party to do so provided there is no expense to Workforce Development. If you wish to be represented by a lawyer, you may obtain the services of either a private attorney or one whose services are paid for with public funds. It is important that you file your claim as directed, while this appeal is pending, to protect your continuing right to benefits.

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(Administrative Law Judge)

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(Decision Dated & Mailed)

Section 96.5-2-a – Discharge  
Section 96.3-7 – Overpayment

STATEMENT OF THE CASE:

The employer, Clearwater Cleaners (Clearwater), filed an appeal from a decision dated May 26, 2004, reference 04. The decision allowed benefits to the claimant, Mark Kirchner. After due notice was issued a hearing was held by telephone conference call on June 28, 2004. The claimant participated on his own behalf. The employer participated by Owner Sonja Dahlberg and Secretary Barrett Murray.

#### FINDINGS OF FACT:

Having heard the testimony of the witnesses and having examined all of the evidence in the record, the administrative law judge finds: Mark Kirchner was employed by Clearwater from February 14 until March 15, 2004. He had been employed by the previous owner of the account at K-Mart, and Owner Sonya Dahlberg told him and the other cleaner that she would retain them for a while and then assess their performance.

Mr. Kirchner was no-call/no-show to work on February 23, 2004, and no-call/no-show to a meeting with Ms. Dahlberg on February 26, 2004. He was given a written warning for the unreported absence to work. When the employer finally was able to talk to him on the phone, he admitted to avoiding her phone calls because he was angry at the previous owner of the account for not paying him his wages.

The employer talked to the claimant on a weekly basis, discussing complaints and concerns from the manager of the K-Mart of work not being done or being done unsatisfactorily. His performance did not improve and the account asked that he be removed.

Mark Kirchner has received unemployment benefits since filing a claim with an effective date of March 21, 2004.

#### REASONING AND CONCLUSIONS OF LAW:

The issue is whether the claimant is disqualified. The judge concludes he is.

Iowa Code Section 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.

871 IAC 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 Department of Job Service, 275 N.W.2d 445, 448 (Iowa 1979).

The claimant had been advised at the time he was retained by Clearwater, that his continued employment would depend on the employer's assessment of his work performance. He received verbal and written disciplinary action for poor attendance and work performance, and was advised improvement needed to be made. The precipitating event was yet another complaint from the customer about inadequate cleaning being done, or cleaning tasks not performed at all. The employer relies on customer satisfaction to retain its business and the claimant's conduct dissatisfied the customer to the point it asked for his removal. This is conduct not in the best interests of the employer and the claimant is disqualified.

Iowa Code Section 96.3-7 provides:

7. Recovery of overpayment of benefits. If an individual receives benefits for which the individual is subsequently determined to be ineligible, even though the individual acts in good faith and is not otherwise at fault, the benefits shall be recovered. The department in its discretion may recover the overpayment of benefits either by having a sum equal to the overpayment deducted from any future benefits payable to the individual or by having the individual pay to the department a sum equal to the overpayment.

If the department determines that an overpayment has been made, the charge for the overpayment against the employer's account shall be removed and the account shall be credited with an amount equal to the overpayment from the unemployment compensation trust fund and this credit shall include both contributory and reimbursable employers, notwithstanding section 96.8, subsection 5.

The claimant has received unemployment benefits to which he is not entitled. These must be recovered in accordance with the provisions of Iowa law.

#### DECISION:

The representative's decision of May 26, 2004, reference 04, is reversed. Mark Kirchner is disqualified and benefits are withheld until he has earned ten times his weekly benefit amount provided he is otherwise eligible. He is overpaid in the amount of \$1,762.83.

bgh/kjf