



Iowa Workforce
Development

Unemployment Insurance Claimant Handbook

2026-2027

Eyi wò nu be,

Le eyi wò nu be, wò mèkpò ngòdzògbè kplè améwoe me dọwọ dzòdzò be ne wòakòkò fẹ aṣawọ na unemployment insurance (UI) benefits. Eyi nye be, amé kòmònuviwo kplè anyigba nuṣòlọwọ le dọwọ dọ. Eyi ne fẹa ne duawọ kplè améwoe vò nye fẹ amé si le gbogano o, adzedzọ kplè afewọ. Ne wòatọ amé si wòate ọ̀n ńkọ nu, wòate nọ o:

- Kòkọa le dọwọ dzòdzò
- Ẹ wò dọwọ
- Nòkọa wòkọsọ de ne wòatọ ẹ anyigba nafo kòkọwọ.

Ne wòate anyigba vò, wòadọwọ kpọwọ be wòate anyigba vò kplè fraud. Fraud wòle dzòdzòwọ, sọ ẹa ẹa lólo nọ eshómé. Ne wòpẹ dọwọ aṣa, kọ ngòdzògbè fraud

Ene améwoe fẹ abe fa. Ne wòwọ dọ ẹa kòkọ amé, wòwọ dọwọ kpọwọ.

Ne wòwọ anyigba kọ, wòwọ dọwọ aṣa, gake améwoe wọ aṣa me. Wòle nye 866-239-0843 le agbẹ.

Efe fẹ agbagbaṣe si wò tefe

Ne efe fẹ agbagbaṣe si wò tefe la, wòle anyigba kòkọ amé le Federal financial assistance nu, nye kómọ amé me:

- Esi amé kòkọ su etí U.S, nebe wòle nudzòzọ, anyigba afe, nutọ, xọxọ, amedzro me, tefe, dzòdzò, kòkọefe, kòkọ nu.
- Ne wòle amé kòkọ su WIOA Title I, WIOA aṣe ẹ xọxọ amé nu vò, wọ fa na amé kòkọsọ efe fiadókọ, wòṣe amé kòkọ su se fia wọ fẹ sẹkọfe sọ amé wò siwọwọ, be wòwọ kpọwọ ẹ wòwọ Zògbọe amé fọxọwọ fia wò ọ́n amésa.

Ne wòbọ amé ọ́nṣọdọ kòkọ, wòwọ afenọ kọ wò gaṣe efo fẹ dọwọ nọ bọ dọwọ.

Iowa Workforce Development
1000 East Grand Avenue Des
Moines, IA 50319

Afenọ kplè amé dọwọ nu aṣe le amé kòkọsọ, wòle ke afenọ kómé fọ kọ wu. Ne wòwọ amé anyigba le nudzòlọwọ kplè wọ aṣe mewu, wọ Relay 711.

UNEMPLOYMENT INSURANCE

Unemployment Insurance nye dzi dɔwɔ mɛ ne ame si wòate, wò fe gaɖe dzi aɖe dɔwɔ nyuie wo fɔ anyigba Wɔxɔ ɖe Iowa Employment Security Law Ne wònyɛ ame tɔ kɔmɔnuvi me na afi sɔtɔ kɔme.

Unemployment Insurance nye vɔ ne me pɛ, ne be eɖe kɔ ame be ame aɖe kɔkɔ nu to wo sɔ:

- Eka anyigba kɔkɔ su, le wò dɔwɔ kple gake ne wòwɔkɔ ame kɔkɔ nuwo le sɔkɔ
- Ne wòkɔ yɔyɔ ne dɔwɔ
- Ne wòwɔkɔ na wò dɔwɔ fa wòakɔkɔ ame kɔkɔ (mawo nkɔnyɔ efo)

Ne wònyɛ fe aɖe anyigba kɔkɔsu kple Unemployment benefits. Wòkɔkɔ ɖe ame fe nuwo woate, bɔkɔ ɖe anyigba ame. Ne wòwɔ ame kɔkɔsu fa nɔ kɔme.

Social Security Number (SSN) fe fe agbagbaɖe

Wò Social Security Number (SSN) wɔ le ame kɔkɔfi ɖe:

- Ne wò yɔmɛ fe nuwo kple Social Security Administration
- Ne wòkɔ fe eligibility be wòkɔ dɔwɔ na anyigba
- Ne wòhɔ anyigba benefits kɔ le Internal Revenue Service (IRS) kple Iowa Department of Revenue kɔ ame kɔkɔsu nufo wɔfa ɖe.
- Ne wònyɛ fraud kɔ ame noɔnuwo kple fɔtɔwo.
- Ne wòhɔ children kɔme.

Wò anyigba agbefo na ame fe eligibility le government wòlawo su.

Warning: Ne wohaa ame kɔ Social Security Number (SSN) kɔ afea ame anyigba foa ame, nefi nyɔnuwo kɔ ame si nɔ gbɔnɔnɔ o wò fiadɔkɔ

Ame fe Integrity fe Nyɔnuwo

Ame siwɔwo wɔ ame tɔ, wòkɔ dɔwɔ kɔ Integrity fe ame siwɔme na unemployment insurance. Eyi kɔ ame, employers kple IWD staff. Integrity kɔme le ame kɔkɔ dzɔdzɔ, fraud kple abuse fe ame, siwɔ nuwɔgbɔ.

Ne wòwɔ anyigba kɔ kɔmɔ nu wɔ wò fe responsibilities anɔwo kɔ ne wòkɔ anyigba kɔ fe to (dɔwɔ) wòhɔ, wòwɔka. Kɔ le ame ne email wɔ uicclaimshelp@iwd.iowa.gov anɔwo kɔ phone kɔ 866-239-0843, Monday kple Friday 8:00 a.m. - 4:30 p.m.

UNEMPLOYMENT INSURANCE FRAUD

Fraud ne be, wònyɔ ame kɔkɔzu nunɔlawo be fraud. Kɔkɔ anyigba fraud ɖe ame zɔgɔfu le, suga ame fɔtɔ ɖo, ameko suɖu si yɔsɔ.

- fɔ kɔkɔfi nunɔlawo, fines kple jail ɖa
- Anyigba kɔkɔ na wòkɔdɔ anyigba le ne wònyɔ, sɛkɔ afɔwɔ 15% penalty kple, manyi daily interest
- Nu ame wòwɔ nya jobfi kɔtɔ kple liens me
- Fio ame siwɔno, agbadɔkɔ Tax refunds zɔ ame wòwɔ le debt wɔ dɔgbɔnkɔ
- Fio ame eligibility fo ye dɔwɔ fe ame ao wo meyi, wo repaid overpayment kple penalty.
- Ne wòwɔ fraud debt aɖe akɔsɔ na debt me wòwɔ fraud

Unemployment benefits ko le fa debt ko ame debits

Meko ame kozo tools meya yo fiadoko ko na ame checko. Ame kakofi new hire reports ko kakofi, kple ame wofa nu te fe afokoson kogblo le woko full-time work nu anowo ko reports part-time work te fe Ame kpo na wono wo ko work searches.

Ne wowa anyigba ko foko ame komo wu nyonuwo ko, wo wose afe de ame work investigation Wole ko ame ne email wo uicclaimshelp@iwd.iowa.gov anowo ko phone ko 866-239-0843, Monday kple Friday, 8:00 a.m. - 4:30 p.m.

Adzogbe Togbe fe Dzidodo

Afe de ame nyuie le yome dzo, ame wokpo claims fe ne agbe, woko benefits na efe to gbome. Ne wowa ame ko ko, wowa fa wo siwo kpo benefits. Wole ko letter ko efiwo ame, dawofi nuwo boko ame dawo fiadoko le time. Wole de ame records kofi work search ame anyigba ko fiadokoUwowo en na ame check ame soo ha. Ne wonyo ame hefofo noko komo komu anyigba wofi through anyigba for

Dzidzo kple Amewoe

Nuwo fe fe Dawom

Ne wole so wo application, wole anyigba koko na:

- Wo Social Security Number
- Full Names, Social Security Numbers, birthdates kple ame si wowa no woYa
- Wo full mailing address, kple apartment kome number kple zip code
- Wo phone number
- Wo bank account kple routing number (for direct deposit)
- Wo anyigba fe most recent employer name (from pay stubs kple W-2 forms)
- Ne wowa ame koko ade agency temporary/staffing, le agency's name, ne ne client's name.
- Start kple end date of employers si wowa.
- Ewonu me kakofi dawo no.
- Ne wonyo ame fu ame na ame wo work wokposo.
- Ne wonyo ame U.S. citizen, work authorization number kple expiration date.
- Ne wowa military serve ne wo wo ame nyuie months ko 18, DD 214 Member #4 Form.
- Ne wowa ame government federal ko 18 months ko ame, Standard Form 8 kple Standard Form 50.

Filing ko Unemployment Insurance le ame koko nu, fe 2- fe Steps

NE WOADZE LE EME: DZIDZI NUDODO LE IOWAWORKS ME

Ne wole be wayi dzi na unemployment benefits la, nye be woadi dzidzenu siwo kata le IowaWORKS gome (iowaworks.gov). To wayi dzi, wanye be wodzi nudodo kple wofe agbalẽ dzi le iowaworks.gov me. Nu si wole abe gblẽ sia dzi nye be, egome be wayi dzi le dokui, woadso nefe nunlododo vɔ dzi, eye woadi xosetowo si kata wogblo be wanye be wakpo dasede siwo wova nu be wanya azã.

Nuxlɔlawo eye dzidzenu le iowaworks.gov me la ɔe edzi le be, wɔle account le IowaWORKS me be yeɔe nyuie o. Ne wɔate ŋu ɔe account sia ŋu o, wɔanye be wɔadi ɔe sia me be wɔayi dzi le si wɔfe nya ɔe.

STEP ONE: File *fe* Initial Claim Application

Ne wɔwɔ kɔ online anɔwo kɔ IowaWORKS Center le tofa ame si wɔwɔke paid Wɔnye ame kɔ receive payments o *fe* weeks ame si *fe* effective date kɔdɔme. Ne do, gake wɔnye kɔ no.

The unemployment week *fe* kɔ Sunday kple Saturday, wɔkɔ claim *fe* Sunday de ame wo file kɔ. Ne wɔwɔ fa claim ame, wɔle see confirmation page kɔ confirmation number nu. So number *fe* kɔ records nu. Le *fe* IowaWORKS portal wɔle dzɔdɔe anyigba ne nu kɔ, anyigba kɔ pɔfo *fe* claim *fe*.

Fe *fe* Identity *fe* fe Wɔle.

Ne wɔwɔ fa *fe* benefits, fa wɔveki ID.me, wɔ de *fe* 5wɔme.

- Eyi ne be, *fo* ne atɔme le. (Ne be ame *fo*mɔ aɔe woane kɔ ame wo wɔle wo verify kɔ yiye.)
- Ne wɔkɔ, ame fiadɔmɔ kɔ anyigba *fe* benefits, kɔlogi *fe* account ame ID.me bɔ efiwɔa wɔ *fé* kɔ logi. Eyi ne kɔ account mowo le nyuie, *fo* ame wɔfra fraud.

IWD ne 3 ways gɔme kɔ verify *fe* ID me *fe* anyigba wɔ wɔ *fo*kɔ kɔ

1. Online Self-Service
2. Video Chat kɔ *fo*eɔe agent.
3. Ye Fiaele me *fe* *fe* wɔtegbɔwɔ.

Lenkɔ dɔ, *fe* workforce.iowa.gov/verify.

STEP TWO: File *fe* Weekly Certification

File *fe* weekly claim online wɔyɔ dɔdɔme be wɔle kɔ unemployment benefits. Ne wɔnyɔ file *fe* weekly certification, wɔnye ame kɔ paid kɔ ame *fe* week. Ne do, gake wɔnye kɔ no.

Wɔle file weekly claim benefits kɔ Sunday 12:01 am kple Friday 11:59 pm. Ne wɔnye anyigba *fe* weekly reporting Saturday.

Preparing *fe* File *fe* Weekly Certification

Ne wɔ file weekly certification, wɔle *fa* *fe* anyigba kɔ wɔ wɔkɔ kɔkɔ.

- Wɔ Username kple Password
- Wɔ SSN
- Total gross wages (kɔ deductions amewo) ame *fo*xɔ kɔYa ame
- Total gross holiday, vacation, kple severance pay, gake wɔŋu uɔ
- Wɔ reemployment activities (ne gake amekpɔkɔ wɔ)

Ne wɔ file Weekly Certification *fe* wo

Start file *fe* weekly certification kɔ Sunday *fa* wɔfile initial claim. Ne wɔwɔ file weekly certification *fo* anyigba kɔfi wɔ. Ne wɔnyɔ file *fe* weekly certification, wɔnye ame kɔ paid kɔ ame *fe* week. Ne do, gake wɔnye kɔ no.

Example: Ne wɔfile initial claim le Wednesday, wɔwɔ file first weekly certification Sunday.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 1	Start <i>fe</i> UI claim Apply <i>fe</i> unemployment for first week si wòwòe paid.						
Week 2	First day to file your weekly claim for week 1	File weekly claim for week 1	File weekly claim for week 1	File weekly claim for week 1	File weekly claim for week 1	File weekly claim for week 1	Ne anyigba file weekly claim ne wònyè available
Week 3	First day to file your weekly claim for week 2	File weekly claim for week 2	File weekly claim for week 2	File weekly claim for week 2	File weekly claim for week 2	File weekly claim for week 2	Ne anyigba file weekly claim ne wònyè available
Week 4	First day to file your weekly claim for week 3	File weekly claim for week 3	File weekly claim for week 3	File weekly claim for week 3	File weekly claim for week 3	File weekly claim for week 3	Ne anyigba file weekly claim ne wònyè available

Confirmation *fe* Weekly Certification *fe* wòle.

Wòlè kò confirmation page (example below) kò be, wòlè dówò ne *fe* weekly certification *fe* wòle.

What to Expect Next Thank you for submitting your Weekly Certification. Based on our records, your expected payment status for this Payment Week is: Your claim is still under review. You may be contacted by an agency representative if additional information is needed. You can contact the claim center at (866) 239-0843 if you have questions.
--

(End *fe* example)

Nuwo *fe* *fo* Weekly Certification

Ne wòwò *fo* ame gross earnings kple gross wages *fe* weekly certification. Wages *fo* report *fo* wòwò ame, ne wòlè dèdè*fe*. Gross earnings kple gross wages nye wò earnings kòkòwò ame nu tax kple payroll deductions wòdò. Ne wòwò anyigba ađe, kò page le reportable income.

CLAIM EFFECTIVE DATE

Benefit week ne kò Sunday kple Saturday. Effective date *fe* all unemployment claims ne Sunday

fa ame file application. Effective date fe claim, nyɔnuwo wɔfile late.

Eligibility fe fe Nuwo

Ne wɔwɔ eligibility, wɔwɔ kɔ fa:

- Ne wɔnyɔ ame fa, gake nyɔwo afa anyigba nu
- Wɔwɔ wages fi employers fo ame kɔ kɔgbɔ afia kɔfi ame foto lo.
- Wɔle earn 1.25 fo wages kɔfi wɔkɔfi highest base period quarter.
- Wɔwɔ wages kɔfi \$2,210 le faɔde kɔkɔnu kple \$1,110 le faɔde si kple gbe.
- Wɔkɔ yɔyɔkɔfi wo fe work

Ne wɔkɔ so eligible wo kɔfe:

- Wɔwɔ kɔ work search (wɔle ame work search, gake wɔle ame atɔwo wɔkɔfi)
- Ne wɔle register work online kɔ iowaworks.gov anɔwo kɔ local IowaWORKS center.
- Kɔ fe wɔ weekly reemployment activities kple certification le IowaWORKS.
- Kɔ wɔwɔ job offers si wɔle wɔkɔ wɔ fe weekly claim.
- Kɔ wɔwɔ quit anɔwo fired le job nu wɔ dɔwɔ kɔ benefits.
- Kɔ wɔwɔ move anɔwo leave area le nu fo da ame fe.
- Kɔ wɔwɔ wages kɔme, ne wɔle ame pay.
- Kɔ wɔwɔ receive workers' compensation anɔwo private pension.
- Kɔ wɔwɔ enroll in anɔwo start school.

Reactivate Claim

Wɔle start kple stop claim unemployment benefits ne fomɛfi ame le benefit year. Eyi ne ne break le reporting status. Ne wɔwɔ break, wɔle refile claim online kɔ anyigba si wɔwɔke collecting benefits. Anyigba work kɔ break fo report fo ame.

Ne wɔkɔkɔ weekly certification kɔ anyigba fiadɔme wɔle. File fe weekly claim online wɔyɔ dɔdɔme be wɔle kɔ unemployment benefits. Ne wɔnyɔ file fe weekly certification, wɔnyɛ ame kɔ paid kɔ ame fe week. Ne do, gake wɔnyɛ kɔ no. Ne wɔle miss week, wɔnyɛ eligible le payment kɔ de wɔreactivate claim.

Monetary Eligibility

Ne wɔwɔ submit unemployment application, wɔle kɔ monetary record. Eyi nye guarantee fe benefits, nye be wɔnyɛ approve; wɔwɔ ame kɔ additional requirements to qualify. Eyi nye guarantee fe benefits, nye be wɔnyɛ approve; wɔwɔ ame kɔ additional requirements to qualify. Wɔle kɔ view open issues kple payment details le claimant portal nu.

MONETARY RECORD

Monetary record le:

- Effective date *fe* claim
- Number *fe* dependents claimed
- Work search requirements
- Weekly Benefit Amount (WBA)
- Maximum Benefit Amount (MBA)
- Employers *ame* wòwò kò base period
- Wages earned kòfi quarter *fo* base period
- Last employer listed le application nu

Dòwò kò review all *fe* anyigba. Ne wòwò *ame* *fo* incorrect, wòse fi anyigba wò. Include copies kòfi check stubs, W-2 forms, anòwò kò other proof earnings si wòwò hã.

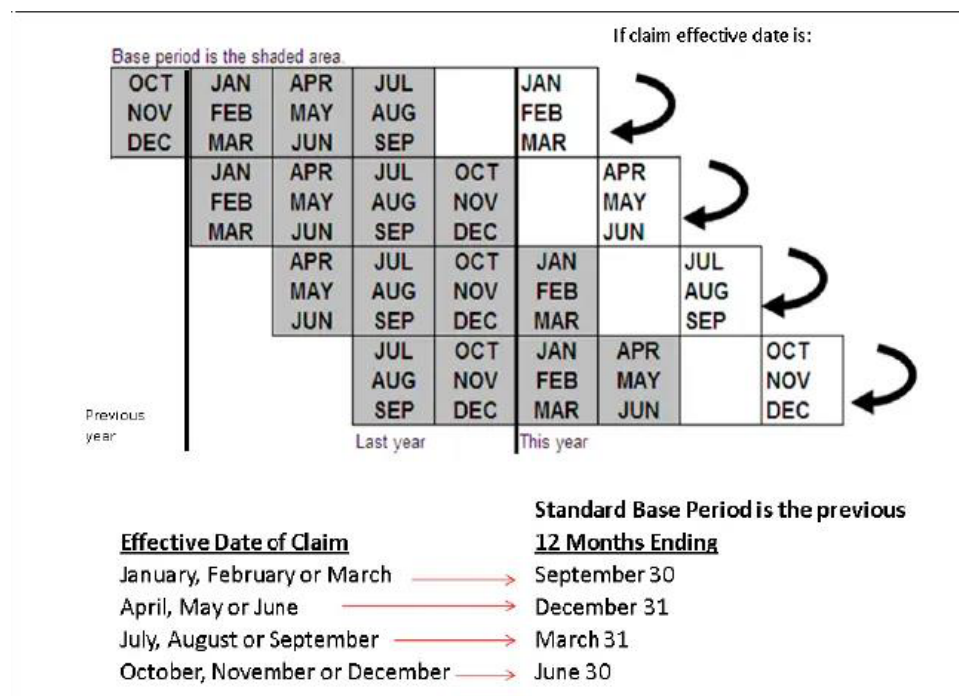
BENEFIT YEAR

Benefit year ne le *ame* ðe 1-*fòtò*, wòle claim effective date. Wòle reactivate claim *fe* *ame* nòkò *fo* *ame* fiadòme. Benefits wòle *ame* paid kò maximum benefit *fe* *fomefi* wòle ne kòkò zòngò. Claim *fe* *fiamefo* fi atòme fi wòkòfi after benefit year fiwò fi *ame*. Ne maximum benefit *fe* *fomefi*, wònyè kò *ame*, *fa* wòle start claim after wòmefi year end wòkò use benefits.

BASE PERIOD

Base period ne le *ame* ðe 1-*fòtò* (*fòfò* kòfi) time, wòle kò *ame* ðe si wòwò 4, ðe ðe wòwò fi *ame*. Wò weekly kple maximum benefits *fomefi* *ame* wòkòfi le base period. Earnings fi most recently completed quarter nyònuwò wòle *ame* kò *ame* eligibility wò.

EXAMPLE: Ne new claim wòfile le April, May, anòwò June (second quarter) year, base period nye



January 1, December 31

ALTERNATE BASE PERIOD

Ne wònyè eligible monetarily le regular base period, wòle kò Alternate Base Period (ABP). Ne

wòwò fẹ fà fa qualify kple fà request ABP, wòse fi ame uicclaimshelp@iwd.iowa.gov anowo 1-866-239-0843.

Wage fẹ Nuwo

Ne wòwò eligibility, wòwò kò ame fà:

- Wòwò wages fi employers fò ame kò kògblo afia kòfi ame fòto lo.
- Wòle earn 1.25 fò wages kòfi wòkòfi highest base period quarter.
- Wòwò wages kòfi \$2,210 le fòdẹ kòkònu kple \$1,110 le fòdẹ si kple gbe.

Le Dukɔa alo Asrafowo fẹ dɔmakpɔwɔe fẹ nyawo gome la, ne gɔmedzedze fẹ fetu bliboa sɔ gbɔ wu \$1,000,000.00 la, mɔdze na videwo o.

DEPENDENTS

Number fẹ dependents ne wòle fẹ weekly benefit kple maximum benefit fɔmefi. Adding dependents le ame fɔmefi. Dependent ne ame si wòle ame claim fẹ anyigba income tax return. Wòle claim maximum of four dependents, wòle be added 10 days after file initial claim. Spouse wòle count dependent, ne wò earned \$120 anowo wònyɔ wages kòyà wòmefi claim effective date.

Dependents fò nye:

- Wo
- Ame kɔme ame wòle listed kò active claim
- Spouse kò ame listed wò le ame active claim

Incorrectly claimed dependents wòle result in overpayment kple fraud investigation.

WEEKLY BENEFIT AMOUNT

Weekly benefit amount (WBA) ne le ame fẹ highest earnings quarter kòfi base period kple number fẹ dependents fẹ claim. Ne wòwò calculate WBA, divide wages fi highest quarter fẹ:

- 23 kò zero dependents (maximum of \$644)
- 22 kò one dependent (maximum of \$668)
- 21 kò two dependents (maximum of \$692)
- 20 kò three dependents (maximum of \$729)
- 19 kò four dependents (maximum of \$790)

MAXIMUM BENEFIT AMOUNT

Maximum benefit amount (MBA) nye 16 times weekly benefit amount (WBA) anowo one-third of total base period wages, ne be wòle ame fò. Ne wòlast employer closed permanently, MBA wòle increase kò 26 times WBA anowo half total base period wages, be wòle ame fò. Business closing WBA kò stays the same.

Minimum kple maximum WBAs kple MBAs fò change le ame, fẹ new claims filed after first Sunday le July.

SECOND BENEFIT YEAR

Ne wòwò qualify *fe* second claim year, wòwò earn at least eight times weekly benefit amount *fo* last claim. Wòlè file second claim, gake wònyò ame earn amount kò hǎ. Ne wòwò earn eight times weekly benefit amount, wòse fi ame uicclaimshelp@iwd.iowa.gov anòwo 866-239-0843, Monday kple Friday, 8:00 a.m. - 4:30 p.m.

Example: Ne wòlast claim paid \$450 kò *fi* wò, wòwò show \$3,600 (\$450 x 8) earnings kò ame nu wòfi.

Non-Monetary *fe* Nuwo

Nuwo *fe fa fome fi wo be fo* wòkò ame?

PROTESTED CLAIM

Ame *fe* employers ame wòwò kò, 18 months ame nu wòkò may be charged kò benefits ame. Ne wòfa, employers wòlè protest claim kò ame *fòfi* charge ame. Wòwò protest 10 calendar days kò ame nu kòkò ame wòlò wòfi claim. Claims wòkò protest automáticamente ne wòkò sò ame fired anòwo quit job *fo* most recent.

Fact-Finding *fe* Interview

Ne wò unemployment claim wòkò protest, fact-finding interview wòlè scheduled kò phone. Wòlè ame kò kòmònuviwo wòlè kò, wòkò date, time kple phone number for interview, kple instructions for phone number wrong. Ne wònyè participate interview, wònyò ame denial kò benefits.

Ne wòlè interview, wòlè ame kò eligibility decision letter. Ne one wòkò sò appeal decision, appeal instructions wòde wò back letter nu.

Ne wòwò file weekly claims kòfi fact-finding process complete. Ne wò eligible gake wònyò file weekly claims, wòkò backdated claim, wònyò ame *fo* weekly benefits.

APPEAL PROCESS

FIRST-LEVEL APPEAL — ADMINISTRATIVE LAW JUDGE

Wòlè ame kò employer wòlè appeal fact-finding decision kple present testimony kò Administrative Law Judge (ALJ). Appeal *fo* postmarked anòwo received *fe* deadline *fo* decision nu, gake ne wòwò kòwò wò appeal nu. Ne deadline wòta Saturday, Sunday, anòwo holiday, appeal period wòlè extended kò next business day.

ONLINE APPEAL

Ne wòsubmit online appeal, wòlog into claimant portal kple click *fe* Unemployment Services icon, kò Appeals icon kple fa requested information. A written appeal wòlè mail kò:

IOWA WORKFORCE DEVELOPMENT

Department *fe* Inspections, Appeals, kple Licensing
Administrative Hearings Division

Unemployment Insurance Appeals Bureau
6200 Park Avenue, Suite 100, East Entrance
Des Moines, IA 50321

A written appeal *fo* wòkò include:

- Wò name, address kple SSN
- Date *fe* decision
- Reason *fe* appealing
- Hearing preference (telephone anowo in-person)
- Language *fe* interpreter, ne wòkò hã

Kò Appeals Bureau *fe* assistance: Toll-free

Ie Iowa: 800-532-1483

Toll-free *fe* outside of Iowa: 800-247-5205

Des Moines local: 515-281-3747

Fax: 515-478-3528

Email: helpuiappeals@dia.iowa.gov

Nuwo *fe* fome le Hearing

Ne claim wòkò appeal, formal hearing wòle scheduled kò ALJ. Notice kò telephone hearing wòle kòma wò kòkò anyigba *fe* method communication. Notice *fo* provide date kple time *fe* hearing kple toll-free number wòle kò ame.

Warning: Administrative Law Judge *fo* will NOT call wò le hearing. Wòwò *fo* call number *fe* notice *fo* wòkò participate. Ne wònyɛ participate le hearing, *fo* wòle ame dismiss appeal.

Ne wònyɔ attend appeal hearing le scheduled, submit written request kò postponement kò Appeals Bureau *fo* ame three days. Wòle send request kò fax, email, anowo regular mail. Appeal hearing *fo* postpone kò good cause.

Appeal hearing ne formal process, gake fact-finding interview ne ame. All parties kple witnesses wòle sworn in, kple hearing wòle recorded. ALJ wòle hear new statements *fe* issue, gake wòwò ame statement afofi fact-finding interview. Wòle parties wò submit additional evidence kò hearing, ne wòwò participate. Ne claimant anowo employer hire attorney, wòle responsibility kò cover attorney expenses. Ne wòwò more details, review instructions kò back hearing notice. ALJ final decision wòle mailed kò both parties after hearing. Wòle include key facts, legal conclusions, reasons *fe* decision, kple result. Decision *fo* disqualify claimant kò benefits anowo approve benefits, ne wòle charge employer.

SECOND LEVEL APPEAL:

Ne wònyɔ ame decision *fe* si, wò anowo ame interested party wòle

1. Appeal kò Employment Appeal Board ɔ fifteen (15) days *fo* judge signature, wòsubmit written appeal online kò claimant portal, mail anowo fax:

Employment Appeal Board
4th Floor – Lucas Building
Des Moines, IA 50319

Fax: (515)281-7191

Online: eab.iowa.gov

Ne deadline wòta Saturday, Sunday, anowo holiday, appeal period wòle extended kò next business day. Ne do file appeal wò Employment Appeal Board, filing fee fo nye.

Appeal kò Board fo fa statement fe klare:

- 1) Wò name, address kple social security number fe claimant.
- 2) A reference kò decision fo appeal taken.
- 3) Appeal fo decision fo fo, fa appeal fo signed.
- 4) Grounds fe appeal si fo. ANowo

File petition kò District Court thirty (30) days fo judge signature. For more information, kò www.iowacourts.gov/iowa-courts/district-court. Note be filing fee fo submit petition District Court.

Note kò Parties: Wòwò kò representing wo fe ame, anowo wòle lawyer anowo representative, wòfi responsibility no expense kò Workforce Development. Ne wòwò lawyer, wòle hire private attorney anowo one funded public resources.

Wòwò file weekly certifications fo 2nd level appeal process complete. Ne wòapprove for unemployment gake wònyò file weekly certifications, wònyò kò benefits weeks si wònyò file. Claims wòle backdated.

Èwò fe Eligibility

WORK SEARCH REQUIREMENTS

Notice: Ne wòwò conduct four (4) reemployment activities le every week. Three (3) reemployment activities fo fa job applications. Ne wòwò create IowaWORKS profile kple certify wò reemployment activities.

Ne wòwò stay eligible kò unemployment benefits, wòwò complete four reemployment activities le every week, Sunday kple Saturday, gake department wòle waiver requirement. Waivers wòle apply ne wòwò temporarily unemployed kò expect be wòwò recalled about four weeks, anowo

enrolled school kple approved for Department Approved Training (DAT). Work search requirement wòkò assess kòfi wòfile claim. Eyi activities wòwò recorded kple certified le IowaWORKS ne wòfile weekly claim kò benefits.

Work search fo reasonable kple honest effort le find suitable work. Ne wònyò kò anyigba fo so, wònyò denial kò benefits. Participation kò reemployment services activities wòle qualify reemployment activity.

Ne wòwò willing kò accept reasonable wage le job wòwòkò apply for. Ne wòwò apply same job kò same employer six weeks, wònyò kò ame wòwò four required reemployment activities.

Union hiring hall members wòwò good standing kple follow union fe contact rules.

REPORTING EARNINGS

Gross earnings anòwò gross wages ne wò earnings kò taxes anòwò payroll deductions wòdò. Earnings anòwò wages wòle report fo weekly claim le week ame wòwòkò, nyònuwo ne wòle ame pay. Earnings wòle report, ne wònyò ame received payment. Ne wòwò calculate amount to report, multiply number fe hours ame wòkò kple hourly wage.

Example: 10 hours X \$12.00/hour = \$120.00 le gross earnings

Wòle report full gross amount fe earnings kple IWD wòle calculate deductions. Deductions anòwò earnings fo calculate differently kple income type. Ye general guidelines kò deductibility below.

EXCESSIVE EARNINGS

Earnings \$15 anòwò wòwòkò WBA fo fe excess fo. Ne wòwò report excessive earnings kò four weeks fo ame wòkò, claim wòwò reactivated before payments can resume. Ne wòwò fo fifth week, ne wòwò benefits, wòwò file new claim Saturday kò reactivated claim kple fo weekly certifications.

Partially Deductible fo Benefit Payment fe Formula

Wòle earn 25 percent fe WBA, fo reduction kò payment, gake wòwò report all earnings ne wònyò 25 percent. Earnings wòle fo 25 percent, wòle reduce benefit payment. Ne wò earn \$15 anòwò wòyò more than WBA, wònyò receive benefit payment fo ame. Income type fo kò:

- Wages
- Holiday pay
- Sick leave
- Stand-by pay
- Tips, gratuities, commission kple incentive pay
- Strike pay - fo deductible kò services rendered.
- Any compensation fo cash (i.e. room kple board, cell phone)

Example: Wò WBA ne \$400, kple wò earn \$370.

25% kò \$400 ne \$100. \$100 fo deducted le WBA.

\$370 - \$100 = \$270. Remaining \$270 fo deducted le WBA.

\$400 - \$270 = \$130.

\$130 ne payment amount kò week.

Fully Deductible fo Benefit Payment

Le Iowa law kple administrative code, ame income type wòle reduce benefit payment kò one dollar fe dollar earned (dollar for dollar). Income fo 100% deductible kple:

1. Vacation pay kple paid time off
2. Severance pay
3. Pension - Gake employer wòwò contribution 100%
4. Retirement, Annuity, anowo ame periodic similar payment
5. Workers' Compensation (temporary total disability)
6. Paid excused leave (funeral anowo personal leave)

Example: Wò WBA ne \$400, kple wò receive \$370 vacation payout fo week ame wòkò claim.

\$400 - \$370 = \$30. \$30 ne payment amount kò week.

REPORTING VACATION PAY

Vacation pay ame wòreceive after leaving job wòle report for first 5 workdays fo ame wòkò last day of work. Vacation pay ne based le 8-hour workday kple 5-day work week (Monday kple Friday). Ne wòwò receive less than 5 days vacation pay, wòle report amount wòwò receive anowo wòle receive.

Follow instructions kò below fo report vacation pay.

Vacation Pay 40 Hours anowo Less

Ne wòwò receive less than 5 days vacation pay after separation employment, wòle report amount wòwò receive anowo wòle receive.

Example: Wò last day worked ne Wednesday. Wòle paid \$25 per hour kple wòwò receive 28 hours vacation pay fo amount \$700. Efe money wòle report le weekly claims kò hã:

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 1				Last Day	\$200 (8 hrs.)	\$200 (8 hrs.)	
Week 2	File fe week 1 – Report \$400 vacation pay	\$200 (8 hrs.)	\$100 (4 hrs.)				
Week 3	File fe week 2- Report \$300 vacation pay						

Vacation Pay *fo* Excess *fe* 40 Hours

Ne wòwò receive anòwò wòwò receive more than 40 hours vacation pay after leaving job, wòlè report only 40 hours vacation pay.

Example: Wò last day ne Wednesday. Wòlè paid \$25 per hour kple wòwò receive 80 hours vacation pay *fo* amount \$2,000. E *fe* money wòlè report le weekly claim kò hã:

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 1				Last Day	\$200 (8 hrs.)	\$200 (8 hrs.)	
Week 2	File fe week 1 – Report \$400 vacation pay	\$200 (8 hrs.)	\$200 (8 hrs.)	\$200 (8 hrs.)			
Week 3	File fe week 2- Report \$600 vacation pay						

SELF-EMPLOYMENT

Ne wòwò self-employed anòwò wòwò receive 1099 form kò work, wònyò kò report earnings ame *fo* weekly unemployment claim. Self-employment income nye wages, kple *fo* wòlè reduce benefits. Gake, wòwò kò meet eligibility requirements.

Ne wòwò receive unemployment benefits, wòwò able, available, kple actively seeking suitable work. Ne self-employment *fo* prevents wò kò accepting suitable work, wòlè disqualified kò unavailable for work.

WORK REGISTRATION REQUIREMENT

Ne wòwò register work le apply Unemployment Insurance (UI). Wòle do this kò local IowaWORKS center anòwò online. Ne wòwò create Employer Searchable resume, wòwò met requirement nu kple no action wònyò.

Ne wòwò register for work le Iowa, wòwò complete registration process kple create résumé kò IowaWORKS website.

Follow steps hã:

1. **Provide wò social security number (SSN)** kò registration process. Ene essential kò use SSN, be system fo locate wo information ame name anòwò identifying details.
2. **Complete required questions** kò registration process.
3. **Create active résumé** kple ensure wòkò available online kò employers view.

Work registration fo valid le, at minimum, hã:

- Wò SSN wòde provided.
- Active résumé wòle create kple accessible employers.

Ne wòwò questions fo completing work registration anòwò setting up résumé, wòse fi local IowaWORKS center.

Ne wòwò remain eligible kò unemployment benefits, wòwò keep résumé active kò IowaWORKS throughout claim. Wòwò required kò periodic update résumé fo stay registered for work. Ne work registration fo nye active, wòle receive notice fo update résumé. Ne wònyò kò so, wònyò denial kò benefits.

Ability fo Work kple Availability fo Work

Ne wòwò able kple available for work le claiming benefits. Ne wòwò ame si wòle prevent working, accepting work, anòwò looking for work most week, wòwò notify IWD. Eyi kple situations hã:

- Illness, injury, anòwò hospitalization
- Wòle le jail
- Attending school
- Wòle le vacation anòwò out of town
- Lack fe childcare
- Lack fe transportation

Se fi ame kò 1-866-239-0843 fo report any changes fe wòkò affecting benefits.

SUITABLE WORK/WORK REFUSALS

Ne wòwò required kò search for kple accept suitable work, gake wòle waiver requirement fo. Ne wòwò determine job offer fo suitable, factors si wage, length fe unemployment, working conditions, kple job duties wòkòfi.

Wage requirements le based fe earnings wò le highest quarter fo base period. Total earnings fo quarter wòle divided kò 13 (number fe weeks fo quarter) kò calculate average weekly wage (AWW).

Example: Wò earnings fo high quarter ne \$5,200. Divide \$5,200 kò 13, wòkò \$400. Eyi equals \$10 per hour le 40-hour work week.

Job offer wòle considered suitable ne wages offered meet anòwò exceed fo certain percentages

fe AWW:

- 100 percent ne work *fo* offered during week *fo* claim established anowo first week *fo* claim
- 90 percent ne work *fo* offered during 2nd kple 3rd week *fo* claim
- 80 percent ne work *fo* offered during 4th kple 5th week *fo* claim
- 70 percent ne work *fo* offered during 6th, 7th anowo 8th week *fo* claim
- 60 percent ne work *fo* offered during anowo after 9th week *fo* claim

EXAMPLE: Ne wòwò offered work ne pays \$290 per week (\$7.25 per hour le 40-hour work week) during 4th week *fo* claim, job offer *fo* nye suitable, be wòkò below 80 percent *fe* AWW. Ne wònyɛ required kò accept job offers si wòkò below federal anowo state minimum wage.

Ne wòwò file weekly claim, wòwò report ne wòle any job offers anowo referrals *fo* week.

Pensions, Military kple Retirement Payouts

Ne wòwò file weekly claim, wòwò report any pension payments fully paid by employer anowo military, kple any 401k payouts anowo similar periodic anowo lump-sum payments. Wòwò contact *fo* provide details hã:

- Name *fe* contributing employer(s)
- Percent *fe* employer contributed
- Date wò received anowo began receiving payout
- Gross amount *fe* payout

Ne wòwò receive above information, wòle determine ne payment *fo* deductible *fo* unemployment insurance benefits.

Payments

Payment Options - IWD Debit Card anowo Direct Deposit

IWD DEBIT CARD

Ne wòwò file unemployment insurance claim kple wòselekted kò receive payment kò U.S. Bank ReliaCard®, card wòle mailed kò wò. Card wòle expire kò three years, ne wònyò destroy card. Ne wòwò received card kò three years *fo* ame, card *fo* still valid, kple payments wòle issue card.

Benefit payment wòle deposited 4 kple 5 business days after weekly claim wòfile, ne all eligibility requirements wòkòfi. Holidays *fo* delay payment.

ReliaCard wòle issued kple serviced kò U.S. Bank. New card wòle *fo* take up to 10 business days kò arrive. Le ReliaCard cardholder website, wòle:

- Check wò account balance
- Review transaction history
- Sign up balance alerts (text messages kple email)
- Sign up notification deposits le email

Wòle download ReliaCard mobile app kò manage debit card. ReliaCard

customer service wòle available 24/7 for card inquiries kò:

- 855.282.6161
- 855.282.6161 (TTY)

www.usbankreliacard.com

IMPORTANT INFORMATION

- Only IWD fò le update wò personal information kò ReliaCard.
- Address anòwo name changes fò wòle report kò IWD.
- Card account balance kple transaction history fò nye available kò IWD staff.

Wòwò contact U.S. Bank fò order replacement card anòwo report lost anòwo stolen card.

ReliaCard wòle issued kò U.S. Bank National Association fò license fi Visa U.S.A Inc. © 2020 U.S. Bank. Member FDIC.

DIRECT DEPOSIT

Wòle choose kò wò UI benefit payment(s) deposited directly kò checking anòwo savings account. Payments wòle deposited 4 kple 5 business days after filing weekly claim, ne all eligibility requirements wòkòfi. Holidays fò delay payment.

Ne wòwò receive payments via direct deposit, wòwò update wò account information kò IWD website. IWD staff fò nye update wò account information fò wò. Ne wòsubmit direct deposit details, wòwò responsibility kò verify:

- Bank routing number fè financial institution wò
- Account number wò correct kple matches account fò wò want funds deposited.

Wòwò responsibility kò verify benefit payment fò deposited into correct account kple resolve direct deposit issues kò bank wò.

IWD fò nye responsible kò incorrectly reported routing anòwo account information. Payments deposited kò wrong account wòle delay benefits wòkòfi anòwo fò wònyò able recover.

Ne wòwò protect sensitive information, IWD staff wòle limited access kò update account details kple wònyò accept paper forms kò change account information. Ne wòle choose gake wònyò update account online, IWD Debit Card wòle used kò default payment method.

OTHER DEDUCTIONS

CHILD SUPPORT DEDUCTION

Child Support Recovery Unit wòle withhold up to 50 percent fè unemployment benefit payment wòfi child support obligation. Wòle mailed notice kò amount fè deduction kple ne deduction fò wòta. Amount withheld wòle included kò IRS Form 1099-G, ne wòwò paid kò agency ame. Requests kò modify anòwo stop deductions wòle made kò Child Support Recovery Unit anòwo through court system.

OVERPAYMENT

Wòwò responsibility kò repaying benefits wònyò eligible fò receive. Ne wòwò non-fraud overpayment, future benefit payments wòle used fò offset amount wò owe.

IWD wòle intercept state anòwo federal tax returns, casino anòwo lottery winnings, anòwo other

sources regardless payment plan anowo payment history.

Le July 1, 2018, ne wòwò fraud overpayment balance (including penalty, interest, anowo lien fees), wònyò eligible fo unemployment benefits kò balance wòle paid in full. Wònyò paid fo weeks ame previously filed. Iowa unemployment benefit payments fo nye used fo offset fraud overpayment balance. Overpayments fo fraud fo include 15 percent penalty.

NOTE: Overpayment amounts include total payments wòwò received, kple payments made for tax withholdings anowo Child Support Recovery Unit.

UNEMPLOYMENT INSURANCE TAXES

Unemployment insurance benefits wòle taxable. Payments \$10.00 anowo more wòle report annually kò Internal Revenue Service anowo Iowa Department of Revenue and Finance. Wòwò receive IRS Form 1099-G kò January 31 every year. Form nu wòle provide important tax information, including total benefits paid during tax year kple amount fe state anowo federal taxes withheld. Wòwò report information nu le state anowo federal income tax returns.

Wòle choose kò withhold 10 percent fe benefit payment kò federal taxes anowo 5 percent kò Iowa taxes.

Note: Effective 2025, state fe Iowa wòle change tax withholding kò 3.8%. Ne change nu, IWD wòle required kò continue withholding 5% be section fe Iowa code fo governs agency. Ne section separate fo code wòle amended, IWD wòle continue withholding kò required rate 5% ne claimant elects state tax withholding.

Wòwò elect tax withholdings ne wòapply kò unemployment insurance. Ne wòwò make changes, wòle log into claimant portal wò.

Note: 1099-G wòle mailed kò address wòle record. Ne wòwò changed address fo last claim, update mailing address kò Iowa Workforce Development.

Additional Information

REEMPLOYMENT SERVICES

Studies fe U.S. Department of Labor wòwò show ne individuals wòwò receive reemployment services wòle return to work faster than those wònyò. Wòwò use profiling kò select individuals wòwò required kò look for work kple participate le Reemployment Services kple Eligibility Assessment (RESEA). Wòwò consider factors hã: occupation, industry, education, length fe employment, wages, kple more. Participants wòle selected within first five paid weeks fo claim wò.

RESEA wòle ensure wòwò registered for work kple provides personalized reemployment services. Ne selected, participation fo mandatory kò continued eligibility fo unemployment benefits. Ne wònyò participate, wònyò denial fo benefits.

Wòwò receive letter kò instructions *fo* where wòwò report kple what documents wòle bring. Ne wònyò attend scheduled appointment wò, wòwò contact RESEA Advisor beforehand. Appointments *fo* rescheduled kò valid reason.

Le RESEA, wòwò meet one-on-one kò RESEA Advisor *fo*:

- Discuss benefits kple requirements *fe* RESEA program, including ne non-participation *fo* affect unemployment benefits wò.
- Assess unemployment eligibility wò kple address possible issues.
- Review work searches wò kple discuss work search process wò.
- Provide Labor Market Information (LMI) kò wò.
- Review resume wò kple provide feedback.
- Review registration wò le IowaWORKS kò ensure ne wò properly completed.
- Schedule wò IowaWORKS Center Orientation workshop.
- Schedule wò for additional workshop wòle completed le 30 calendar days *fo* RESEA assessment.
- Refer wò additional reemployment services/activities hã: resume writing, Future Ready Iowa, WIOA, ex-offenders services, etc. ne employment barriers exist.
- Develop anowo revise Initial Service Plan (ISP) *fo fo* include work search activities, accessing services provided le IowaWORKS, kple self-service tools.

Contact local IowaWORKS Office kò additional information.

TRAINING EXTENSION BENEFITS

Ne wòwò attending school anowo training course, wòle apply Training Extension Benefits (TEB) *fo* receive additional 26 weeks *fo* benefits. TEB wòle available ne wò:

- Meet eligibility requirements *fo* unemployment benefits.

Wòse separated *fo* one *fo* reasons hã:

- Laid off
- Voluntarily separated *fo* full-time position le declining occupation
- Involuntarily separated *fo* full-time position be permanent reduction *fe* operations kò last job wò.
- Additionally, school anowo training *fo* meet one *fo* criteria hã:
- Be high demand occupation si IWD define.
- Be high-tech occupation anowo training approved le Workforce Investment anowo Opportunity Act (WIOA).

TEB *fo* only payable ne all other unemployment benefits wòle exhausted. Wòwò submit TEB application *fo* 30 days *fo* last week wòwò receive benefits.

Wòle find lists *fe* high-demand anowo declining occupations le website wò kple apply kò TEB le claimant portal wò.

DEPARTMENT APPROVED TRAINING

Ne wòwò attending school anòwò training course, wòlè request kò waive work search requirement fo semester school wò attend. Ne wòlè do so, wòwò apply fo Department Approved Training (DAT) le claimant portal wò kò information hã:

- Name fe school
- Type fe training
- Class schedule
- Beginning anòwò ending dates fe training

Decision wòlè sent kò wò based on preferred method fe communication fo approving anòwò denying request wò kò DAT. Decision fo include appeal rights. Ne wòwò approved fo DAT, wònyò required kò search for work, gake wòwò remain able kple available kò attend school. Wòwò continue file weekly claim fo receive payments le school.

Ne training stops for any reason, wòwò notify IWD kple begin work search contacts fo immediately. Ne wòwò continue receiving DAT benefits each semester, wòwò submit new application fo DAT, including updated schedule kple prior semester grades fo show progress.

SHORT- TIME COMPENSATION

Short-Time Compensation (STC) program wòlè provide alternative kò layoffs fo businesses kò five anòwò more workers wòwò facing decline fe regular business activity. Le STC, employees' work hours wòlè reduced, kple Unemployment Insurance (UI) partially replaces lost earnings. Efe helps businesses avoid layoffs, allowing employees kò stay connected kò jobs wò kple enabling employers kò retain skilled workforce wòfi business improves.

MILITARY WAGES

Ne wòwò served active military duty during base period, wòlè file unemployment insurance claim le any state gake wòwò physically present kò state fo filing. Ne wòwò add military wages kò claim wò, wòwò served active duty le Armed Forces anòwò served least 180 consecutive days fe active service le US Military Reserve Force kple meet all other eligibility requirements. Wòwò provide copy fe DD-214 (member copy 4) fo determine ne military wages wòlè used fo unemployment claim.

US Military service, gake IWD, wòlè determine ne earnings wòlè used fo claim. Ne approved, wòwò receive new monetary record le mail. Ne request wòkò denied, wòwò decision kple appeal rights. Wòwò submit DD-214 fo any fo following ways:

- Le claimant portal wò.
- Le local IowaWORKS Center.
- Le fax kò UI Military Unit kò 515-281-4057.
- Le mail kò:

UI Benefits Bureau
PO Box 10332
Des Moines, IA 50306-0332

ADDITIONAL INFORMATION REGARDING MILITARY CLAIMS:

Military service kple wages earned *fo* service wòle assigned kò state wòwò physically present ne wòwò file military claim. Unused military wages wòle used *fo* later claim.

Federal findings *fe* branch *fe* service wòle final kple only branch *fo* service *fo* may issue corrected DD Form 214.

Ex-service member wòwò request correction *fe* information contained le DD Form 214 fi branch *fe* service ne wòwò believe incomplete anowo inaccurate.

Lump-sum payment *fo* accrued leave, retirement payments, educational assistance allowances kple disability payments wòle reduce unemployment insurance benefit amounts. Additionally, subsistence allowance *fo* vocational rehabilitation training anowo war orphan's (anowo widow's) educational assistance allowance, payable kò Department *fe* Veterans Affairs, wòle reduce unemployment insurance benefit amounts.

Military wages wòle determined based *fe* pay grade *fe* service member le time *fo* discharge. Schedule *fe* remuneration wòle issued kò Secretary *fe* Labor kple determines wage credits kple wage assignments.

FEDERAL WAGES

Federal wages *fo* nye assigned kò state kò anyi unemployment insurance claim wòfile. Ne wòwò worked kò federal government during base period, wòwò report employment nu le filing unemployment insurance claim wò. Wòwò send request kò federal employer *fo* determine ne wages wòle assigned kò Iowa. Once wages wòle assigned, new monetary record wòle sent kò wò based on preferred method *fe* communication.

COMBINED WAGES CLAIM

Ne wòwò worked le Iowa kple other states during base period, wòle request kò wòwò out-of-state wages added kò Iowa unemployment insurance claim. Out-of-state wages wòle combined kò Iowa wages ne additional earnings *fo* increase WBA anowo MBA. Wòwò option kò file le any state *fo* employer reported earnings kò wò during base period.

INTERSTATE CLAIM

Ne wòmove out *fo* Iowa, wòwò immediately notify wòfi address change wò. Mail fi Iowa Workforce Development *fo* nye forwarded kò U.S. Postal Service. Ne wòwò required kò do work searches, wòwò contact workforce agency *fo* state wòwò reside kò register for work. Wòwò file weekly claim wò le Iowa. Benefits wòle continue to be paid kò Iowa kò wò begin working, exhaust benefits, anowo benefit year wò expire.

TRADE ACT

Trade Readjustment Allowance kple Trade Adjustment Assistance wòle programs available ne wòwò unemployed anòwò underemployed *fo* due to increased foreign imports. Affected employers wòle approved kò US Department *fe* Labor. Ne wòwò more information contact wò kò 866-239-0843 anòwò contact local IowaWORKS office.

RECORD REQUESTS

Le keeping with Freedom of Information Act (FOIA) kple Iowa Open Records Act, Iowa Workforce Development wòle committed kò helping those seeking access kò open records created by anòwò in legal custody *fe* agency wò. Any person wòle submit request wòwò examine anòwò copy open record created by anòwò in custody *fe* Iowa Workforce Development through records requests portal wò. Ne wòwò still additional questions, please contact wò kò uicclaimshelp@iwd.iowa.gov anòwò by phone kò 866-239-0843, Monday through Friday le 8:00 a.m. - 4:30 p.m.

Department *fo* hold confidential information obtained *fi* employing unit anòwò individual le course *fo* administering chapter nu kple initial determination wòle made by representative *fe* department under section 96.6, subsection 2, as to benefit rights *fe* individual. Department *fo* nye disclose anòwò open information nu *fo* public inspection le manner *fo* reveals identity *fe* employing unit anòwò individual, except as provided le subparagraph (3) anòwò paragraph “c”. Iowa Code § 96.11(6) (b) (1); 20 CFR 603. Ne wòwò obtain confidential information, requesting party wòwò show entitlement *fo* such information under Iowa Code § 96.11(6). All fact-finding records, including audio recordings, wòle confidential kple can only be released kò claimant anòwò employer.

Glossary

1099-G

Tax form wòwò receive *fo* indicate total UI benefits received kple taxes withheld during calendar year.

ABLE AND AVAILABLE

Ne wòwò claim unemployment insurance benefits, wòwò ready, willing kple able kò work. Wòwò prepared kò start employment immediately kple be physically anòwò mentally capable kò working *fo* receive UI benefits.

ADDITIONAL UI CLAIM

Application *fo* reactivate existing unemployment insurance claim following period *fe* employment.

ADMINISTRATIVE LAW JUDGE (ALJ)

Department *fe* Inspections, Appeals, anòwò Licensing official wò conduct unemployment insurance appeal hearings. ALJ's wòle licensed attorneys kple wòwò duty kò provide fair kple impartial hearing kò parties.

APPEAL

Right *fe* interested parties kò challenge determination *fo* basis determination *fo* nye legally correct anòwò has been based on incorrect anòwò incomplete facts. All appeals wòle be in writing

kple wòwò file *fo* specified deadline.

APPEAL HEARING

Formal proceeding wòle held by administrative law judge kò consider appeal *fo* fact-finding decision concerning benefits anowo employer's tax liability.

ALTERNATE BASE PERIOD

Alternate base period wòle four completed calendar quarters *fo* prior kò calendar quarter *fo* claim wò begins.

BASE PERIOD

Base period wòle first four *fo* last five completed calendar quarters before calendar quarter *fo* claim wò effective.

BENEFIT AMOUNT OR WEEKLY BENEFIT AMOUNT

Amount *fe* unemployment insurance benefit payments wòwò receive every week.

BENEFIT WEEK

Calendar week *fo* starts kò 12:01 a.m. Sunday kple ends kò midnight following Saturday.

BENEFIT YEAR

One-year period *fo* begins kò Sunday *fo* valid initial claim *fo* unemployment insurance benefits wòle filed. Le period nu, individual wòle receive up to 26 full weeks *fo* benefits.

BREAK IN REPORTING STATUS

Wòle start anowo stop claiming weekly benefits kò many times *fo* necessary during benefit year. Eyi ne ne break le reporting status. Any break *fo* reporting wòle require wòwò file another initial claim application *fo* reactivate claim wò.

CALENDAR QUARTER

Three-month period *fo* begins kò January, April, July kple October. 1st

Quarter – January 1 through March 31

2nd Quarter – April 1 through June 30

3rd Quarter – July 1 through September 30

4th Quarter – October 1 through December 31

CLAIMING BENEFITS

Ne wòwò receive benefit payment after filing initial claim *fo* benefits, wòwò certify eligibility wòle filing weekly claim.

COMBINED WAGE CLAIM (CWC)

Iowa claim *fo* wages earned during base period *fo* Iowa wòle combined kò all base period wages earned le other states *fo* qualify *fo* benefits anowo increase benefit amounts.

COMBINED WAGE CLAIM TRANSFER (CWC-T)

Iowa wages transferred kò another state *fo* use kò unemployment insurance claim kò another state.

COVERED EMPLOYMENT

Work performed by employer while subject to Iowa Employment Security Law and the employer pays unemployment insurance taxes. *E*mployee not insured employment.

COVERED WAGES

Wages paid to employee by employer while required to pay unemployment insurance taxes.

DEPARTMENT APPROVED TRAINING

Individual while attending school and/or training course will submit written application for request work search requirement *for* waived.

DEPENDENTS

Any individual while claimed on prior year income tax return and/or spouse eligible to be claimed as dependent on unemployment insurance claim.

DETERMINATION

Decision *for* request *for* insured status, unemployment insurance claim *for* benefits, and/or any unemployment insurance issue.

DETERMINATION DATE

Date *for* determination will be made.

DIRECT DEPOSIT

Payment option *for* allows UI benefit payments while deposited directly to checking and/or savings account.

DISASTER UNEMPLOYMENT ASSISTANCE (DUA)

Not while unemployed as result *for* declared disaster and lack necessary earnings *for* qualify *for* unemployment insurance claim, will be eligible to receive benefits based *for* non-covered wages.

EFFECTIVE DATE (Benefits)

Date *for* benefit year while begins. Unemployment insurance claims will begin on Sunday *for* week *for* UI claim will be filed.

EMPLOYMENT APPEAL BOARD

On appeal, Employment Appeal Board (EAB) will review UI benefit decisions while made by administrative law judge. Members *for* EAB will be appointed by governor and confirmed by Iowa Senate. One member will represent employers, one will represent employees, and one *for* representative *for* public. EAB will be located in the Department *for* Inspections and Appeals.

EXCESSIVE EARNINGS

Amount *for* equal or greater to weekly benefit amount plus \$15.

FACT-FINDER

Iowa Unemployment Insurance Division employee will make determinations *for* eligibility *for* unemployment insurance claim.

Fact-Finding *for* Interview

Informal interview, usually held over phone, will be with and/or employer present information regarding initial claim.

FEDERAL CLAIM

Claim *fo* wòle wages earned fi Federal employer during base period. Wòwò send request kò Federal employer *fo* determine ne wages wòle assigned kò Iowa *fo* used *fo* unemployment insurance claim.

FRAUD

Willful misrepresentation anòwò nondisclosure *fo* material fact *fo* purpose *fo* obtaining benefits wòle wònyò entitled.

Fe fe Identy fe fe Wòle.

Iowa Workforce Development (IWD) wòle use data provided by ID.me *fo* verify kple validate identity wò.

INITIAL UNEMPLOYMENT INSURANCE CLAIM

Application fi worker *fo* determination *fe* eligibility *fo* unemployment insurance kple computation *fo* weekly anòwò maximum benefit amounts.

LAG QUARTER

Calendar quarter immediate before quarter *fo* effective date falls.

MAXIMUM BENEFIT AMOUNT (MBA)

Total amount *fo* unemployment insurance benefits available kò wò during benefit year.

MILITARY CLAIM

Claim *fo* wòle military wages earned during base period. Wòwò served active duty le Armed Forces anòwò served least 180 consecutive days *fo* active service le US Military Reserve Force. Wòwò provide agency kò DD214 (member copy 4) *fo* determine eligibility wò.

MONETARY ELIGIBILITY

Eligibility *fo* unemployment insurance benefits based *fo* gross insured wages paid kò wò during base period. Maximum kple minimum benefit amounts wòle determined by law kple wòle subject kò change every year.

OVERPAYMENT

Unemployment insurance benefits wòwò received gake wònyò entitled *fo* disqualification, earnings anòwò for other reasons.

PROTEST

Notice kò Iowa Workforce Development *fo* potentially disqualifying eligibility issue *fo* unemployment insurance benefits. Protests *fo* claim wòle initiated fi employer, individual claiming benefits, anòwò by Iowa Workforce Development.

REACTIVATION

Any break *fo* filing weekly claims (break *fo* reporting status) wòle require wòwò file another initial claim application during week *fo* wòwò want kò start collecting benefits. Any employment during break wòwò report.

REFUSAL

Wòle disqualified *fo* failing kò accept offer anòwò referral *fo* suitable employment.

REGISTER FOR WORK

Ne wòwò required kò complete work searches, wòwò required kò register for work kò IowaWORKS.gov. Failure kò register for work wòle result kò denial fo benefits.

REPORTING EARNINGS

Wages fo wòwò report week fo wòwò earned.

REQUALIFICATION

Process fo wòwò establish eligibility fo unemployment insurance through reemployment following determination fo ineligibility kple period fo disqualification.

SECOND BENEFIT YEAR

Ne wòwò eligible fo second claim year, wòwò earn wages le covered employment fo least eight times weekly benefit amount since effective date fo previous unemployment claim wò.

SELF-EMPLOYMENT

Income fi self-employment wòle considered wages anowo nye deducted fo unemployment insurance benefits.

SEVERANCE

Ne employer wòwò pay wò fo dismissal, termination, anowo separation, including wages in lieu fo notice. Efo nye 100 percent deductible.

TRAINING EXTENSION BENEFITS

Benefit program fo full-time students fo may allow wòwò receive up to additional 26 weeks fo unemployment insurance benefits ne wòwò qualify.

TRADE ACT

Programs available ne wòwò unemployed anowo underemployed as result fo increased foreign imports. Employer wòwò certified kò Trade eligible by US Department fe Labor.

VALID UI CLAIM

Application fo unemployment insurance benefits wòle meets all eligibility conditions specified by law kple establishes benefit year.

WAGES

All compensation fo personal services in cash anowo other medium gake specifically excluded fi definition fo wages le Section 96.19(41) fe Iowa Code.

WEEKLY BENEFIT AMOUNT (WBA)

Amount fo payable kò wò fo payable week fo unemployment.

WEEKLY CERTIFICATION

Claim filed every week kò receive unemployment insurance payments once initial claim wòle filed. Efo nye known as “weekly claim”.