

CHAPTER VI

GUIDE SHEETS

GUIDE SHEET 1

VOLUNTARY QUIT

GUIDE SHEET 1 – VOLUNTARY QUIT

Voluntarily leaving work without good cause is reason for disqualification. In some states, good cause can be established only when the reason for leaving is work-related. In other states, good cause can be established if the leaving was for either personal or work-related reasons.

Many state laws, regulations or policies dictate that certain situations require a specific result. The following is a list of possible statutory provisions:

- Voluntarily leaving for domestic or marital reasons;
- Voluntarily leaving to join or accompany a spouse or companion;
- Voluntarily leaving to accept other work;
- Voluntarily leaving to go to school;
- Voluntarily leaving to enter self-employment;
- Voluntarily leaving due to retirement; and
- Failure to pay union dues or refusal to join a bona fide labor organization when membership was a condition of employment.

This list is by no means comprehensive, but it does illustrate the various conditions associated with the issue of employee-initiated separations. If the reviewer determines, after a thorough examination of the reason for leaving, that a situation is statutory, investigation of other basic factors by the adjudicator may not be necessary. In other words, by statute, certain circumstances for voluntarily quitting always lead to a decision of eligibility or always lead to a decision of denial. Each state has different “statutory” provisions which dictate the outcome of the adjudication.

In addition, specific circumstances of the case may dictate the outcome. For example, according to state law and policy (or regulation, controlling appeals precedent, etc.), a leave of absence (LOA) might be adjudicated under potentially disqualifying voluntary quit provisions, if the claimant is determined to have initiated the work separation. Conversely, a reviewer might encounter a state law and policy that dictates that an employer’s refusal to allow a claimant to return to work after being on a LOA, would in fact be adjudicated under that state’s misconduct provisions (See Guide Sheet #2).

The investigation of situations where the claimant filed a claim for benefits while on LOA status (which was initiated by the claimant), appropriately constitutes a voluntary quit and it should be adjudicated accordingly, and an employer’s refusal to allow a claimant to return to work should appropriately be adjudicated as a discharge. While state adjudication practices may vary, for BTQ evaluation purposes, the absence of state law and policy (or regulation, controlling appeals precedent, etc.) that supports an adjudication practice that differs, may impact the score outcome.

Some states might consider a claimant on a LOA as still job-attached (whether

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paid or unpaid), and therefore “not unemployed;” in this scenario, the case would properly be adjudicated under the state’s “Unemployment Status” provisions (See Guide Sheet #13 for additional information on Unemployment Status.)

Reviewers should carefully consider these circumstances when reviewing cases, especially in the absence of a specific state law and policy.

Perfunctory or automatic outcomes are not statutory if the adjudicator needs additional information, other than the reason for leaving, to make a decision. For example, some states provide that it is good cause to leave work if the claimant is physically unable to perform the work. Generally good cause is not established unless the claimant pursued alternatives before leaving, e.g., LOA, or transfer to a job with less strenuous physical requirements.

If the adjudicator must investigate the claimant’s pursuit of alternatives before leaving, this situation is not statutory, i.e., it does not always require a specific result. Therefore, the adjudicator must determine whether or not the claimant’s reason for leaving was, in fact, voluntary and without good cause. If complete claimant fact finding establishes a voluntary quit without good cause connected with the work, the adjudicator need not obtain employer information. However, the adjudicator must attempt to obtain employer information if either a voluntary quit determination is made to pay benefits, or if the state UI agency has a more severe penalty for misconduct. Employer information is needed if the state UI agency has a more severe penalty for misconduct to ensure that the claimant does not manipulate the disqualification provisions by misrepresenting the reason for work separation and obtain an inappropriately shorter period of disqualification.

The fact-finding process is governed by the type of separation issue involved. Relevant questioning is developed to gather the facts surrounding the claimant’s reason(s) for leaving work.

The information below is provided as guidance to establish the nature of the separation and whether or not good cause can be established. Voluntary leaving cases require the adjudicator to investigate several factors, such as:

BASIC QUESTIONS AND FACTORS TO CONSIDER

A. WHY DID THE CLAIMANT QUIT?

It is necessary to pinpoint why the claimant left work on that particular day. Often the claimant will cite a “laundry list” of grievances, and this may be helpful in establishing the primary reason for the claimant initiating separation from employment. However, an adequate investigation of this factor always requires the adjudicator to pinpoint the primary reason for

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separation.

It is also necessary to examine the adverse effect of the situation on the claimant. Was the reason for leaving compelling? Would a reasonably prudent person in a similar situation have left work? How severe or immediate were the harmful circumstances? If it is clear there was little adverse effect involved in staying with the job, e.g., “the job was boring,” the adjudicator need not investigate basic factors “B,” “What were the Conditions of Work?” and “C,” “What Did The Claimant Do To Remedy The Situation Before Leaving?”

Was the reason for leaving personal or work-related? In states where the reason for leaving must be related to the work to be considered good cause, and the claimant left for personal reasons thorough fact-finding established that, the adjudicator need not investigate Basic Factors “B” and “C,” as benefits will automatically be denied.

B. WHAT WERE THE CONDITIONS OF WORK?

If the reason(s) for leaving was work-related, conditions of work must be examined. What were the claimant’s duties? Rate of pay? Hours of work? Commuting distance/time? What did the employee expect from the employer? Were these expectations met? If not, details must be obtained. Unacceptable conditions of work may be a result of a breach in the employee/employer contract or hiring agreement, or due to substandard work conditions.

The agreement may be verbal or written, a matter of union contract, or a specific health or safety regulation peculiar to a specific industry or job. The working conditions may also be unacceptable due to a violation of commonly accepted employment practices such as equal treatment or fair distribution of work assignments.

C. WHAT DID THE CLAIMANT DO TO REMEDY THE SITUATION BEFORE LEAVING?

To establish good cause, the claimant should have pursued all reasonable alternatives before leaving. Did the claimant ask for a transfer, or a leave of absence, or pursue established grievance procedures? Did the claimant give the job a fair trial? If alternatives were not pursued, why not? Did the claimant believe that such action would be futile?

Even if the work had a serious adverse effect on the claimant, good cause

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is not established unless reasonable alternatives were pursued. Even if working conditions are determined unsuitable, the claimant should have attempted to resolve the problem before leaving unless it can be conclusively established that such an attempt would have been futile.



HINT: *If the state requires that the reason for leaving must be connected to the work to show good cause, and thorough fact-finding establishes the claimant left for purely personal reasons, investigation of Basic Factors “B” and “C” is not required.*

If the claimant gives clearly disqualifying information, and state law does not provide for a more severe penalty for certain types of discharge, and the time period allowed for an employer to respond to the Notice has expired, then the employer need not be contacted.

If the adjudicator fails to pinpoint the reason the claimant left work, enter “I” for Element 20 (Claimant Information).

If the claimant quit because of working conditions, the employer **must** be contacted.

It is not necessary to investigate the claimant’s pursuit of alternatives before leaving if the claimant clearly was not suffering adverse effects. In other words, if the reason for leaving is not sufficiently compelling and would never constitute good cause (claimant was bored with the job), the claimant’s pursuit of alternatives will not affect the determination; therefore investigation in this area is not necessary.

GUIDE SHEET 2

DISCHARGE

GUIDE SHEET 2 – DISCHARGE

Discharge from a job for misconduct connected with the work is cause for disqualification. Misconduct may be defined as a willful or controllable breach of, responsibilities, or behavior that the employer has a right to expect of its employees. Stated another way, the misconduct may be an act or an omission that is deliberately or substantially negligent, which adversely affects the employer's legitimate business interests. Simple negligence with no harmful intent is generally not misconduct, nor is inefficiency, unsatisfactory conduct beyond the claimant's control, or good-faith errors of judgment or discretion.

EMPLOYER INFORMATION MUST BE OBTAINED, OR A REASONABLE ATTEMPT MUST BE MADE TO OBTAIN IT, FOR EACH DISCHARGE DETERMINATION.

In addition to the Basic Questions and Factors to Consider listed below, a reviewer will sometimes encounter circumstances that must be considered in a slightly different light than the typical discharge for misconduct case. For example, in a situation where the claimant, having been on a suspension or LOA, tries to return to work and is not allowed to by the employer, this would be considered typically as an employer-initiated work separation, and therefore would be properly adjudicated under the state's misconduct provisions.

However, if a claimant, while on a LOA or suspension, never attempts to return to work, this would typically be considered as a claimant-initiated work separation, and therefore would be adjudicated under the state's Voluntary Quit provisions (see Guide Sheet 1 for additional information on Voluntary Quits).

However, a state's law and policy, which might require a specific outcome other than that listed above, must be considered when scoring these types of cases.

BASIC QUESTIONS AND FACTORS TO CONSIDER

A. WHY WAS THE CLAIMANT DISCHARGED?

It is necessary to establish as clearly as possible why the employer decided to discharge the claimant on that particular day. Often the employer will cite a "laundry list" of incidents which may have occurred over a period of time. An adequate investigation of this factor requires the adjudicator to pinpoint the incident(s) which led to the discharge. (Prior related incidents of unacceptable behavior are investigated below under "C" and "D" to establish the willfulness of the act.)

The behavior must have had a direct adverse effect on the employer's business interests. Incidents which occur away from the work site and have no direct effect on the employer are generally not misconduct.

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The discharge must be reasonably proximate in time to the act causing the separation. Misconduct is not established if a substantial time period has lapsed between the act, or when the employer was aware of the act, and the separation, unless the passage of time was required for completion of administrative procedures.

If the adjudicator failed to pinpoint the reason for the discharge, enter “I” (Inadequate) for Element No. 21, Employer Information.

B. WHAT WERE THE CONDITIONS OF WORK?

In “A” above, the adjudicator must pinpoint what the claimant **did**. Here the adjudicator must discover what the claimant **should have done**. The expected behavior may be outlined specifically in a verbal or written employer rule or union agreement; practices or conduct peculiar to a particular industry or job; a law or regulation which governs health or safety practices; or may be covered by commonly accepted standard employment practices.

The adjudicator must determine the specific job duties of the claimant. Often employers and claimants will give a job title which is generic and does not describe the claimants’ everyday duties. For example, the claimant may say that his/her job was grocery stock clerk. While this sounds specific, the adjudicator must explore exactly what the employer expected of the claimant.

C. WHAT DID THE EMPLOYER DO TO MAINTAIN THE EMPLOYER / EMPLOYEE RELATIONSHIP?

This factor focuses on how an employer tried to control or prevent the behavior that resulted in the discharge. This information is necessary to establish both the reasonableness of the employer’s action and the claimant’s knowledge of the result of the conduct. Gross misconduct or serious violations of common rules of employment (drunkenness, unprovoked insubordination, stealing from the employer, etc.) need not be preceded by employer control, prevention, or warnings to constitute misconduct.

During the disciplinary process the consequences of repeating an act can be implied in warnings from the employer and it is not necessary for the employer to tell the claimant the consequences of the repeated act. If the claimant denies that warnings were given, the name of the person(s) who issued the warning(s), the number of warnings, the specific behavior leading to each warning, dates of warnings and the method used must be

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documented. If the employer condoned the behavior in the past, this too must be documented. The employer's actions in similar situations involving other employees may need to be investigated as well.

D. WHAT DID THE EMPLOYEE DO TO MAINTAIN THE EMPLOYEE/EMPLOYER RELATIONSHIP?

This factor focuses on the degree to which the claimant may have been able to prevent or control the events that resulted in the discharge. Control refers to the individual's knowledge of the required behavior and the ability to reasonably foresee and take corrective action. Is there any question of whether or not the claimant was aware of the conditions of work?

If the employee was warned about a specific behavior, what did the employee do to modify his/her behavior to remain employed? Were there uncontrollable circumstances that caused the claimant to "fail"? Or, knowing that the employer was unhappy with past performance, did the employee persist in the unacceptable behavior? What specific efforts did the claimant make to alleviate the situation?

If, after thorough fact-finding about the reason for the discharge, it has been established that any of the following situations exist, further fact-finding is not required:

- **Information or evidence from both parties leads to the conclusion that there is no misconduct (e.g., inefficiency or inability to do the work despite a good faith effort), or**
- **there was no adverse effect on the employer (e.g., difference in personalities), or**
- **the behavior was not work connected or was not proximate to the discharge, or**
- **gross misconduct is established (e.g., theft).**

An investigation of actions the employer took to maintain the employer/employee relationship is necessary unless one or more of the conditions described above existed. If there is disagreement between the claimant and the employer about warnings given or condonation of the claimant's actions, information must be obtained from both parties. The employer must be asked to furnish specific information about the time, place, method, and content of the warning(s). If the specifics are missing when needed, enter "I" for Element 21, Employer Information.

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If the employer alleges that a rule, agreement, law, or regulation was broken and the claimant denies the allegation, the documentation must include specific information about the particular condition that was breached.

If the claimant repeated an offense after being warned, documentation must show that the claimant was given an opportunity to explain any extenuating circumstances which might have justified the act. Merely repeating an offense after being warned does not automatically establish misconduct. If the fact-finding does not show why the claimant repeated the offense, enter “1” for Element 20, Claimant Information.

GUIDE SHEET 3

ABLE AND AVAILABLE

GUIDE SHEET 3 – ABLE AND AVAILABLE

Part 604 of the Code of Federal Regulations (CFR) requires that a state pay unemployment compensation (UC) only to individuals who are A&A for work for the week for which UC is claimed.

Although not explicitly required by Federal law or regulation, many states include the requirement in their A&A statute that the claimant must actively seek work to maintain continuing eligibility. Some states have a separate statutory provision for work search. Be certain the issue is correctly identified with respect to state law.

Whether an individual is able to work and available for work must be tested by determining whether the individual is offering services for which a labor market exists. This requirement does not mean that job vacancies must exist, only that, at a minimum, the type of services the individual is able and available to perform is generally performed in the labor market. The state must determine the geographical scope of the labor market for an individual under its UC law.

States may consider an individual A&A as long as any limitation on his or her ability or availability to work does not constitute a withdrawal from the labor market.

For example, a reviewer might encounter cases where a claimant indicates an alternative work schedule, such as telecommuting, or a claimant might have relocated to a new area. In these cases, a claimant must still demonstrate that s/he is A&A consistent with current labor market conditions based on their skills and abilities. A change in a claimant's labor market can result in a requirement to expand his/her work search to other occupations for which s/he is qualified

A common A&A issue is "approved training". All states must include in their law a provision for approved training. Section 3304(a)(8) of the Federal Unemployment Tax Act (FUTA), requires that compensation shall not be denied to an individual for any week because the claimant is in training with the approval of the state UI agency or because of the application, to any such week in training, of state law provisions related to availability for work, active search for work, or refusal to accept work. Each state will define what constitutes approved training and waive the requirements for seeking work, refusing work or referral to work and other eligibility requirements. Approved training may be reported as code 40, Work Search, or code 30, Able/Available. Do not score the case as an incorrect issue in Element 7, "Correct Issue Code?", if an approved training issue is reported as an A&A issue, even if the state has a separate law provision for work search requirements.

However, if the individual fails to attend or otherwise participate in such training, the state must determine whether the reason for nonattendance or non-participation indicates that the individual is not A&A for work.

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The state UI agency should obtain information from the claimant and (if necessary) the training facility or learning institution to assist in making a determination. The inquiry made of the claimant should include the type of training being pursued, its duration, and the prospects of the claimant obtaining a job which is suited to the training. The state UI agency should also secure a description of the training curriculum and evidence that the training facility is approved by the state's accrediting or certifying agency, e.g., a State Board of Education or a State Board of Vocational Training.

BASIC QUESTIONS AND FACTORS TO CONSIDER

A. WHAT ARE THE CLAIMANT'S CIRCUMSTANCES?

This factor gives the initial picture of the claimant. Is the claimant qualified by experience, training, licenses, or possession of tools, to do the type of work he/she is seeking? Is the claimant physically or mentally able to work? If the claimant is an alien, has his/her legal authorization to work in the U.S. expired? Is the claimant's availability restricted in any way? Claimants should arrange their personal circumstances so that they can immediately accept suitable work. For example, failure to have adequate transportation or child-care arrangements unduly restricts availability for work.

Self-imposed restrictions such as an unreasonable minimum acceptable rate of pay, an unwillingness to work all hours customary for an occupation, or an unwillingness to commute within the customary geographical labor market area may substantially reduce employment opportunities. A temporary removal from the labor market due to incarceration, vacations, or school attendance may also adversely impact availability.



HINT: *An investigation is only necessary for factors that raise potentially disqualifying issues. It is not necessary to investigate the claimant's ability to work or the claimant's qualifications unless some information in the record raises an issue.*

B. IS THE CLAIMANT WILLING TO WORK?

Claimants who have controllable restrictions which adversely affect availability for work according to state law and policy should be given the opportunity to alter their demands. Documentation must show that the adjudicator explained the requirements of the law and if necessary, supplied labor market information to the claimant. In the absence of case

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documentation, the requirements of the law may be communicated by an alternative method, e.g., a booklet, a pamphlet, the state workforce agency's website, etc. The claimant's willingness to adjust his or her reemployment demands demonstrates an interest in returning to work. This may include altering demands or job search methods and arranging for personal circumstances such as transportation or child care problems.

A claimant's willingness to work is further measured by their documented efforts to seek work. Examination of specific work search contacts, the claimant's registration with the Employment Service through the local One-Stop Career Center, and actions the claimant has taken on referrals are all pertinent to the claimant's willingness to work.

Claimants who are in approved training programs are exempt from work search requirements; therefore, it is necessary to determine whether the training is approved by the state UI agency. .

State UI agencies generally have lists of state approved training facilities, and claimants' attendance is generally not an issue; therefore, a countable nonmonetary determination does not exist. However, if the claimant fails to attend or otherwise participate in such training, a countable nonmonetary determination may exist (see page VI-11 for more information on counting A&A nonmonetary determinations relating to school attendance).

There are occasions, however, when the state UI agency must seek a ruling from the appropriate certifying board in the state verifying that the facility meets the state's requirements as an accredited institution. In the absence of accreditation, it should be determined whether the training facility complies with state UI agency requirements for curriculum quality and supervision of trainees. In those states that have an active search for work requirement, the claimant's efforts to seek work must be documented. Documented efforts to seek work could either lend credibility or cast doubt on the claimant's statements. If the work search is not pursued and documented, score Element 17, Claimant Information (I) inadequate and Law and Policy, Element 20, Questionable (Q), if the decision was made without these necessary facts.

If restrictions are uncontrollable (incarceration, hospitalization, etc.) and are clearly disqualifying, the adjudicator should not be penalized for not investigating further. If restrictions are controllable (transportation, childcare, etc.), willingness to work must be investigated; efforts to seek work and willingness to alter restrictions or remove barriers are particularly important and must be documented. When the claimant agrees to alter restrictions and reinstatement for eligibility is considered, efforts to seek work under the altered conditions are particularly important.

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C. HOW DO THE CLAIMANT'S REEMPLOYMENT EXPECTATIONS COMPARE TO THE PICTURE OF THE LABOR MARKET?

The claimant's circumstances must be examined in light of labor market conditions. What employment opportunities can the claimant expect given his/her particular circumstances? Is the claimant on a temporary or seasonal lay off? If the claimant's circumstances unduly reduce employment opportunities, the claimant may not be considered available for work. As stated above, a state may consider an individual eligible for benefits, provided any limitation on his or her ability or availability to work does not constitute a withdrawal from the labor market. Specifics of the labor market such as the prevailing rate of pay for the occupation, customary shifts and hours, commuting patterns for the area, and availability of job opportunities in the claimant's customary occupation are all considerations.

In approved training issues, the state UI agency must determine whether training will have a beneficial effect on the claimant's reemployment. It should be established, based on the claimant's work history, if the training will facilitate his/her return to employment in an occupation where there is a recurring demand. The claimant's work history and other skills or educational background should be reviewed if the training being pursued is appropriate within the training policy guidelines established by the state UI agency.

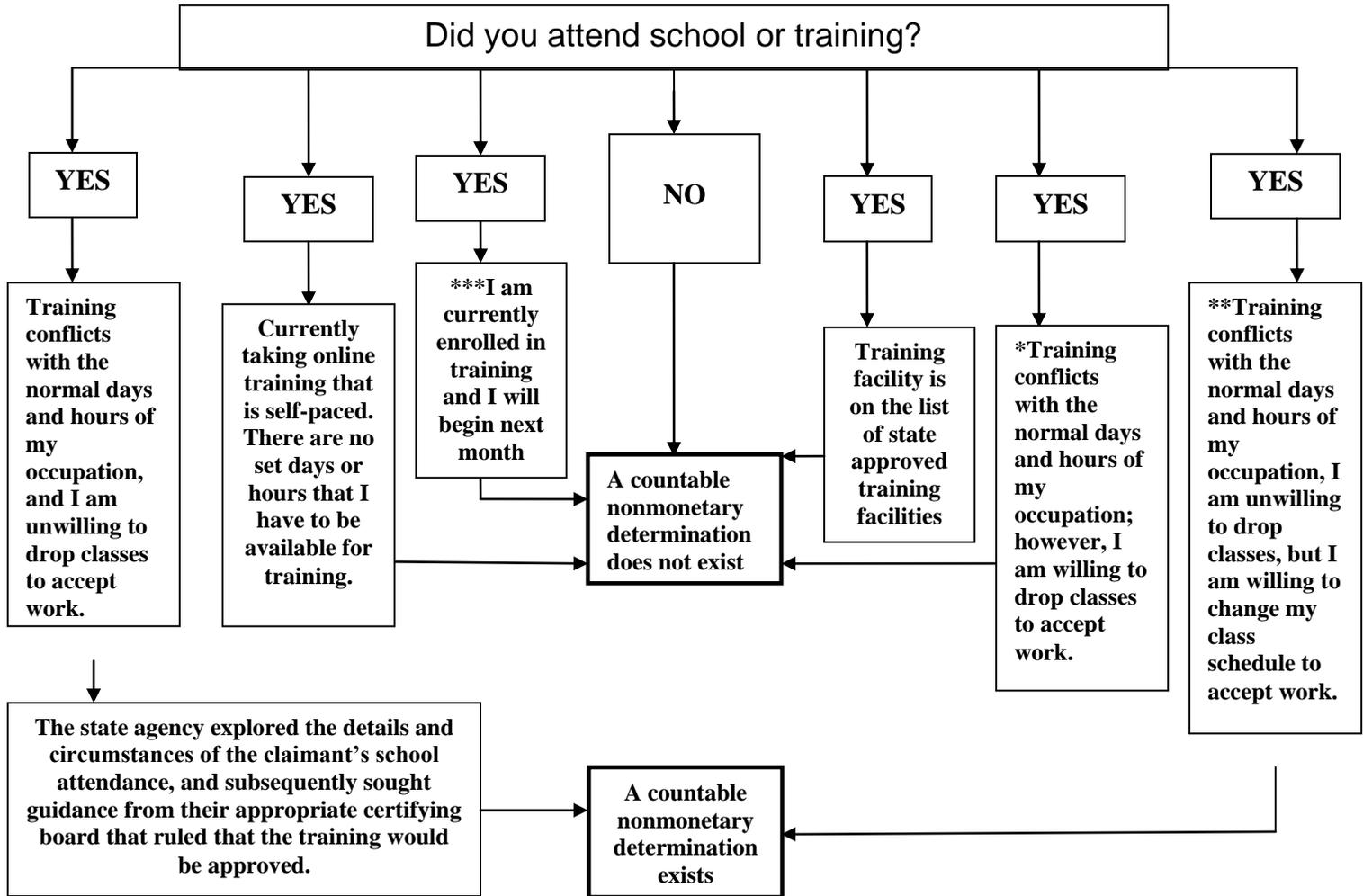
The claimant's employment background and current labor market conditions for employment in the claimant's occupation should be explored to determine whether:

- The claimant's occupational skill is obsolete or is in limited demand because of a declining industry, and/or
- The individual has some transferable skills and the additional short-term training would make reemployment more likely.



HINT: It is essential for the adjudicator to examine the facts of each case in order to determine whether or not labor market information should be considered, since the circumstances of the case will dictate the need for labor market information.

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*In most states, a claimant's declaration that they are willing to drop classes removes any possibility that the claimant will be denied benefits (in relation to their school attendance/able and available issue), since they are essentially willing and able to accept work if work is offered to them. However, in other states a claimant's willingness to drop classes if work is offered does not negate the potential to deny benefits, because other factors are considered in determining whether to render a decision to pay or deny benefits. Therefore, a countable nonmonetary determination would exist in states that consider other factors outside of a claimant's willingness to drop classes, since there still remains the potential to deny.

**In most instances, a claimant's declaration that they are willing to change classes would not automatically remove the potential to deny benefits. A state would need to examine the probability of this occurring based on the circumstances. For example, has the deadline expired for students to change their class schedule?

***A claimant's declaration that he/she will begin attending school at a future point and time does not pose a potential to deny benefits until the claimant certifies for benefits for a week that he/she is actually attending school. Potential or future issues should be

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flagged and investigated during the week in which they are presumed to occur. The issuance of a nonmonetary determination on a future issue is not countable.

GUIDE SHEET 4

REFUSAL OF WORK

GUIDE SHEET 4 – REFUSAL OF WORK

All state laws address refusals of work. Refusal of suitable work or referral, or failure to apply with an employer after accepting referral, without good cause, is reason for disqualification. There are three criteria that must be met before a disqualification is imposed:

- (1) Was there a bona fide offer of work or referral to work?
- (2) Was the work suitable?
- (3) Was there good cause for the refusal?



HINT: Before a disqualification is imposed, the adjudicator must first establish that there was an actual bona fide offer of a job or referral to a job. If it cannot be established that there was a bona fide offer or referral to a job, there is no need to investigate further, as no issue existed.

Job referrals from ES (or related agency) are automatically considered bona fide, since the agency can only accept legitimate job offers from employers; offers must meet ES requirements before initiating claimant referrals.

Generally, a hierarchy exists with the investigation of refusal of suitable work or referral issues. Therefore, first it must be established that there is a bona fide offer of work or referral to work, the adjudicator must second examine the suitability of the offer or referral, and (if the offer or referral is suitable), third, determine whether the claimant had good cause for refusing the suitable work.

To determine the suitability of the work or referral to work, the working conditions are compared to: Federal/state labor standards (whether the position is vacant due to a strike, lockout, or other labor dispute; the wages, hours, or other conditions of the work offered are substantially less favorable to the individual than those prevailing for similar work in the locality; or as a condition of being employed the individual would be required to join a company union, or to resign from or refrain from joining any bona fide labor organization), prevailing wages for similar work (including temporary work) in the labor market and the claimant's experience and/or training.

The adjudicator must take the initiative in determining the suitability of offered work or referral to work. The investigation must not be restricted to objections regarding the offered work/referral to work raised by the claimant.

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HINT: If the adjudicator determines that the work was unsuitable, a refusal is not disqualifying and no further investigation is needed. Either a formal or an informal nonmonetary determination should be completed and reported. If the work was suitable, further investigation is required to determine whether the claimant has good cause for refusal.

All state laws exempt claimants from the refusal of work provisions of their laws when claimants are enrolled in training programs approved by the state while receiving benefits. (Section 3304(a)(8), FUTA)

BASIC QUESTIONS AND FACTORS TO CONSIDER

A. WAS THERE A BONA FIDE OFFER OF WORK OR REFERRAL TO WORK?

The investigation of this factor covers two areas: (1) whether there is a genuine offer of work and (2) if the offer was successfully conveyed to the claimant. The offer of work must be for a specific job. The details of the job, i.e., duties, starting pay, hours of work, etc., must be documented. Ideally, the details of the offered work should have been conveyed to the claimant. However, if the claimant prevents the employer or the state UI agency representative from relaying the details by refusing the job or the referral at the beginning of the interview, the offer is still considered bona fide. It is necessary to be sure that the claimant understood that an offer or referral was being made.



HINT: If it is determined that there was no bona fide offer of work, it is not necessary to conduct further fact-finding; no issue exists.

B. WAS THE JOB SUITABLE?

Many state laws determine suitability of work based on:

- (1) The degree of risk to a worker's health, safety, and morals; the worker's skills, physical fitness, prior training, experience, capabilities, and earnings; the length of unemployment and

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prospects for securing local work in a customary occupation; and the distance of the available work from the worker's residence, and

- (2) Federal/state standards that make the work unsuitable if:
 - (a) the wages, hours, or other conditions of the work offered are substantially less favorable than those prevailing for similar work in the locality, or
 - (b) the position offered is vacant due directly to a strike, lockout, or other labor dispute, or
 - (c) If, as a condition of being employed, the individual would be required to join, to resign from, or refrain from joining a company union or any bona fide labor organization. (The latter two factors must be documented only if relevant to the issue.)

It must always be clear that the job met Federal/state standards in that the working conditions were not substantially less favorable than those prevailing for similar work in the labor market.

Labor market conditions *must* be taken into consideration when determining the suitability of any work offered, (e.g., claimant's prospects of work, the number of jobs available in the claimant's chosen occupation or skills area, the number of people unemployed in that occupation or skill area, and the length of time the claimant has been unemployed).

If it is determined that the job was not suitable, it is not necessary to investigate this issue further, as claimants are never required to accept unsuitable work. Either a formal or an informal nonmonetary determination should be completed and reported. However, refusal of non-suitable work may trigger an investigation to determine whether the claimant met the able and available requirements. For example, if the claimant refused the offer of work due to illness, this would raise a question of availability.



HINT: *If the state would never penalize a claimant for refusing work because of illness or other personal circumstances not related to the suitability of the work and the claimant made every effort to remove the restriction(s), then the adjudicator need not examine the suitability of the work.*

GUIDE SHEET 4 – REFUSAL OF WORK

C. DID THE CLAIMANT HAVE GOOD CAUSE TO REFUSE SUITABLE WORK OR REFERRAL TO SUITABLE WORK?

If the job offered or job referral was suitable, the claimant's objections must be examined for good cause for refusing the offer. Personal reasons for refusing suitable work may include illness, hospitalization, vacation, forgetting to report for the interview, or lack of child care or transportation. Often these personal circumstances were within the claimant's control (e.g., lack of transportation, lack of child care, or lack of tools). In order to establish good cause, the claimant must have made every reasonable attempt to remove the restrictions pertaining to the refusal. These issues raise a separate question of availability.

If the claimant's reason for refusal of the work or referral to work was job related -- e.g., wages, hours, type of work, distance, etc. -- good cause or lack of good cause should be determined based on consideration of the claimant's length of unemployment, prior earnings/working conditions, prospects of other employment, and availability of work in the labor market.



HINT: *If the documentation does not clearly show all of the details of the offered:*

- (a) **job**, enter "I" (Inadequate) for Element 21 (Employer Information);
- (b) **referral**, enter "I" (Inadequate) for Element 22 (Information From Others).

If it is established that a bona fide offer of work or a referral to work was made, the wages, hours, or other conditions of the work offered must not be substantially less favorable to the claimant than those prevailing for similar work in the locality. If prevailing conditions (i.e., labor market conditions) are not documented, enter "N" for Element 22 (Information from others). If some, but not all, of the prevailing conditions are documented, enter "I" (Inadequate) for Element 22.

When a refusal of the work or referral to work decision that allows benefits also raises an A&A issue, the state agency policy will determine whether or not to resolve the A&A issue. Multiple issues may be addressed by the same set of facts (even when contained in the same statement). As long as there are facts to support each issue, a count may be taken for each determination. *For example:* While only one Able/Available/Actively Seeking Work issue may be reported per week, it is possible to report both an A&A and a Refusal of Work issue for the same week.

GUIDE SHEET 5

**DISQUALIFYING/OTHER
DEDUCTIBLE INCOME**

GUIDE SHEET 5 – DISQUALIFYING/OTHER DEDUCTIBLE INCOME

Unemployment compensation can be denied to any individual for the receipt of disqualifying income. This income may result in the total or partial reduction of weekly benefits.

Disqualifying or deductible income is governed by state law. Although state law provisions vary, most provide for disqualification or reduction in benefits for any week or part of a week during which the claimant receives income such as earnings, wages in lieu of notice, dismissal pay, workers' compensation, back pay, holiday or vacation pay, payments made under an employer's pension plan or Old-Age, Survivors, and Disability Insurance (OASDI), and unemployment benefits under another state or Federal law.

A written determination must be issued to the claimant with respect to the first week in the claimant's benefit year in which there is a reduction for income other than earnings. A written determination need not be given for subsequent weeks or a transitional claim if the deduction is based on the same set of facts which applied to the first week.

The written determination must explain the rules and methods for computing the deduction, the period affected, and that there will be no further determinations issued for subsequent weeks if the future deduction is based on the same facts. If there is no explanation in the written determination, the state may instead provide the explanation in a claimant fact sheet, informational pamphlet or booklet. If the explanation is in a claimant fact sheet, informational pamphlet or booklet, the written determination must indicate that this is the location of the explanation.

There is an **exception** to issuing a written determination regarding earnings. A written determination is not required if, at the claimant's benefits rights interview or through an official state UI agency brochure or pamphlet, the claimant is advised of the conditions under which certain types of income are disqualifying or deductible. The claimant has to be advised that he/she must request a written determination before any appeal action can take place.

Income usually must be **payable** to be disqualifying or deductible. In other words, if an individual has been determined to be eligible for payments which are considered disqualifying under state law, the payments can be deducted by the state UI agency from the claimant's weekly benefit amount **before** actual payment is received by the claimant. The fact that the claimant has not received the income but is due the remuneration is considered "constructive receipt" for the purposes of UI eligibility.

Section 3304 (a)(15), FUTA, addresses reducing a claimant's unemployment compensation by any pension, retirement or similar periodic payment the

GUIDE SHEET 5 – DISQUALIFYING/OTHER DEDUCTIBLE INCOME

individual is receiving. States have the option of reducing benefits only when a base period employer has contributed to the pension plan and (except for Social Security and Railroad retirement) the base period services affect eligibility for or increase the amount of the pension. States may also limit the amount of the reduction to take into account contributions made by the individual to the pension plan. States, therefore, have considerable latitude regarding how pensions are treated.

Many pension plans are subject to regular Cost of Living Adjustments (COLAs). The COLAs are often affected by changes to the Consumer Price Indexes (CPI), issued by the Department of Labor's Bureau of Labor Statistics. Government pensions with COLAs affected by changes to CPI include: Social Security Old Age, Survivors and Disability Insurance (OASDI); Supplemental Security Income (SSI) programs; Federal civilian pensions; Federal military pensions; and some state pensions. States are not required to conduct claimant fact-finding before issuing a determination each time a claimant's government pension is affected by a regular COLA that is based on the CPI or other publicly published document, but if they do not do so, the initial nonmonetary determination that reduces benefits must indicate that the amount of the reduction may change due to a COLA.



HINT: *If a nonmonetary determination involving a COLA is pulled for review that is based on a change in the CPI, then the **original** nonmonetary determination should be included in the case file as proof that the claimant was advised that the amount of the reduction may change due to a COLA.*

Additionally, aside from government pensions affected by COLAs, any time there is a change in a claimant's pension amount, a separate determination notice must be made reflecting the effect on the claimant's benefit rights. The claimant must be given the opportunity to provide information before a determination can be made. Adjudicators must be aware of state law and policy affecting the receipt of this type of income.

BASIC QUESTIONS AND FACTORS TO CONSIDER

A. WHAT TYPE OF INCOME DID THE CLAIMANT RECEIVE?

The type of income the claimant received or will receive (wages, remuneration, pensions, etc.) and the period to which it is applicable must

GUIDE SHEET 5 – DISQUALIFYING/OTHER DEDUCTIBLE INCOME

be recorded during the fact-finding process to help determine the week affected and the deduction from the claimant's weekly benefit amount. If state law dictates the week to which holiday pay must be allocated, no verification from the employer or claimant is needed. (This only applies to holiday pay and not to any other type of income, such as vacation pay.)

Most states require that weekly benefits be reduced if the claimant is receiving or will receive a pension from a base period employer. Therefore, it is important to determine whether the income also represents pension payments from a base period employer. In the case of pensions (also known as pension offsets), Section 3304 (a)(15), FUTA, requires that compensation be payable (constructive receipt) in order for the reduction to apply. Confirmation must be obtained from the employer or pension plan that a pension is "payable" before a reduction is made.

The type of income determines the formula the state applies for reducing the claimant's weekly benefit amount (WBA). In many states, when earnings are less than the WBA (based on a percentage that is disregarded), the claimant receives the difference between the amount deducted (after the disregard) and the WBA.

In others, a dollar-for-dollar reduction may apply, or no benefits are payable if the claimant receives disqualifying income regardless of the amount.

B. WHAT IS THE GROSS AMOUNT OF INCOME THE CLAIMANT RECEIVED?

The gross amount of income received is used to determine its impact on the claimant's WBA – present, past, or future.

It will be necessary to determine, based on the amount actually received or, in the case of pensions, "constructively received," the weeks to which the income is applicable and the amount of reduction required by law and policy.

C. IF THE CLAIMANT IS RECEIVING A PENSION, WHAT PERCENT WAS CONTRIBUTED BY THE CLAIMANT AND WHAT PERCENT BY THE EMPLOYER?

It may be necessary to know, based on the applicable state law and policy, how much each party contributed to the pension of the claimant. This information will determine the amount of deduction from the WBA. It is important to know if the state reduces benefits only when a base period

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employer contributes to a pension plan or limits reduction taking into account contributions made by the individual to the pension plan.

D. WHAT PERIOD DOES THE INCOME COVER?

The state UI agency must determine the time period to which the income applies in order to establish the effective date of the deduction or disqualification. This period covered will also provide the state UI agency with the necessary information about the next modification to the claimant's benefits so that a new determination can be issued reflecting the change in circumstances and its effect on the claim.

E. WILL THE AMOUNT GO UP OR DOWN? IF SO, WHEN?

It is important to determine if future weeks will be affected so that the claim can be flagged for a subsequent determination modifying the claimant's weekly benefits and remaining benefit account balance. Document the effective date of the adjustment and the benefit week to which the adjustment applies.



HINT: *The party taking the action is the party from whom specific information must be obtained as to type and amount of payment. Depending on the type of payment in question, i.e., employer payments or pensions from other sources, the appropriate entry would be made either in Element 21 (Employer Information) or Element 22 (Information from Others).*

If information about a payment is received from an employer, the claimant must be contacted for verification of actual receipt of the payment and the amount. If no verification is made, enter either "I" (inadequate) or "N" (not obtained).

GUIDE SHEET 6

**REPORTING
REQUIREMENTS**

GUIDE SHEET 6 – REPORTING REQUIREMENTS

State policy (conforming to and complying with the Federal Claim Filing Standards – ESM 5000-5001) dictates when and how claimants are to file claims to maintain their continuing eligibility. State law, interpreted through state policy, also sets requirements for claimant reporting to provide information regarding a potentially disqualifying issue. It is therefore essential that BTQ experts consult state laws and policies when evaluating these and all nonmonetary determination types. For purposes of this guide sheet, failure to report or respond means: reporting, calling or e-mailing at a time other than assigned by the state UI agency; failing to respond via e-mail, failing to report, failing to call in or be available by phone at an appointed time to provide needed claim information to resolve a potential issue; failing to respond to a call-in notice, appointment notice, e-mail notice or message generated during the internet filing process for fact-finding or from the ES office for placement or referral considerations, eligibility reviews, worker profiling, registration, etc.



Hint: Some states adjudicate issues relating to a claimant's failure to report or respond under their A&A provisions. Typically, this occurs in states that lack reporting requirements legislation. If state law, policy, or written procedure supports this practice, the resulting A&A nonmonetary determination would not be scored as an incorrect issue (under Element 7 and 8).

State law and policy dictate the protocols for resolving reporting requirement issues. In some states, the adjudicator must investigate the reason for the failure to report/respond to determine whether the claimant had good cause for failing to meet reporting requirements. However, if the state agency advises the claimant of his/her rights and responsibilities in the written notice and the claimant fails to contact the agency to establish good cause, the agency has met its responsibility.

State policy may require excusing the first instance of failure to report and direct the state UI agency to warn the claimant that future benefits will be denied for failure to meet reporting requirements unless the state UI agency approves. This is important to remember when distinguishing reporting requirements from routine claimstaking functions. When on the first instance of failure to report: (1) a warning is required, and (2) the reason for the failure to report is not considered in the decision to pay or deny benefits, then there is no potential to deny. The only outcome can be the acknowledgement in the claims file of the warning. There is no potential to deny benefits until a second incident occurs, and no count can be taken for a nonmonetary determination because there is no issue.

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Many states also apply their reporting requirements provisions (i.e., filing and registration) to a claimant's request for backdating a claim to an earlier effective date, and/or to a claimant's request for weekly certifications that were filed untimely. A request for backdating may be based on the fact that the individual was: in partial unemployment for a period of weeks and unaware that benefits were payable during such periods of partial unemployment; given misinformation from state agency personnel regarding filing procedures; given erroneous information from his or her employer; or affected by other situations such as illness, death in the family, etc., which are recognized by the state for establishing a basis for allowing or denying the request to predate the claim. A request for payment of weeks that were filed (or attempted to have been filed) after the timeframe that a state normally allots, is typically considered untimely, and as with backdating requests, it may be allowed or denied depending on the circumstances.



HINT: *Claimants often request backdating or untimely certifications that cover multiple weeks, and the claimant's failure to meet the state's reporting requirements is based on the same set of circumstances. In those instances, states should complete and count one determination that addresses all weeks requested.*

BASIC QUESTIONS AND FACTORS TO CONSIDER

A. WHAT ARE THE STATE REPORTING REQUIREMENTS?

State requirements (Law/Policy) dictate whether an issue exists or not. Were there mitigating circumstances that the state recognizes which would influence the outcome of the adjudication?

If a claimant does not report or respond as required by state law and policy, a potentially disqualifying issue exists. State law may permit the claimant to receive benefits for a specific period of time if the claimant was ill. However, other factors may cause the claimant to be disqualified totally or partially for the week. For example, state law may require that benefits be denied or proportionately reduced if suitable work was offered to the claimant during the week being claimed and the claimant was unable to accept the work because of the illness.

If the state policy requires a warning before a reporting issue can be potentially disqualifying, then the claim record must be reviewed to determine whether a warning was given to the claimant. If there was no prior warning, a countable nonmonetary determination does not exist.

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Questions often arise about whether to adjudicate the underlying issue (i.e., the issue that was initially detected) or a reporting requirements issue, when a claimant fails to respond to a request for information regarding the issue initially detected. Typically, when sufficient information **is** available to adjudicate the underlying issue (e.g. a claimant's response on a weekly certification establishes an A&A issue), the underlying issue should be adjudicated under the relevant section of law rather than a reporting requirements issue, unless: (1) the type of issue that is underlying **requires** additional investigation before a determination can be made (e.g., a refusal of suitable work issue), or (2) state law and policy requires the adjudication of a reporting requirements issue.



HINT: *State law and policy may require a state to complete a determination to deny the week that the underlying issue was detected (close-ended denial), and a reporting requirements determination to disqualify the claimant until the requested information is provided (open-ended denial), if the claimant is instructed to report/provide additional information relating to the underlying issue, but the claimant is unavailable/fails to provide the requested information. Both determinations would be countable, but they must be supported by state law and policy. Since such differences in adjudication practices exist among states, it is essential that BTQ reviewers verify a state's law and policy during their nonmonetary determination evaluation.*

B. DID THE CLAIMANT FAIL TO PROVIDE A STATE UI AGENCY OFFICE WITH REQUIRED CLAIM INFORMATION?

If the state requires a claimant to provide information which is needed to establish the claimant's benefit rights, e.g., social security number, DD214, or alien registration card, and the claimant fails to comply with the requirement, the failure may result in the denial of benefits.

C. WAS THE CLAIMANT REQUIRED TO REPORT TO THE EMPLOYMENT SERVICE OFFICE FOR A POSSIBLE REFERRAL OR TO REGISTER IN ACCORDANCE WITH STATE POLICY?

It is important to determine under what circumstances a claimant failed to report to an ES office as directed. Many state laws provide for the denial

GUIDE SHEET 6 – REPORTING REQUIREMENTS

of benefits to individuals who fail to: register with ES by whatever method the state requires the registration to be accomplished, such as Internet registration, etc; report to respond to a call-in card, letter or message relative to a job opening; meet required conditions for allowing the backdating of a claim to an earlier effective date, etc.

Failure to meet the reporting requirements can carry different penalties depending on the type of failure to report. The adjudicator may also elect not to impose a denial once all the facts are obtained (if state law and policy allow adjudicator discretion).



HINT: Generally, the disqualification (or penalty) period for reporting requirements determinations will begin the week that the claimant failed to report, respond, or provide information, unless the disqualification period is otherwise designated by state law, policy, or procedure. An incorrect disqualification period would be addressed in the quality score.

Additionally, in many instances, claimants who fail to report, respond, or provide information is disqualified until they report, respond, or provide the requested information; however, in other instances circumstances may warrant a one-week disqualification depending on the type of reporting requirement violation (e.g., failure to report for Worker Profiling Re-employment Services). If the duration of the disqualification period is applied incorrectly, it would be addressed in the quality score.

D. WHAT WAS THE CAUSE OF THE CLAIMANT'S FAILURE TO REPORT?

A determination to approve or deny a claim on issues of failing to report, in many states, requires inquiry into the cause of the failure. If the claimant establishes good cause, as defined by the state, the claim may be allowed. However, the facts may also give rise to an able and available issue. The facts established by the adjudicator must be sufficient to support the determination rendered.

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HINT: *If the documentation does not establish that the claimant was given an opportunity to explain the reason for the late report or failure to report and the case file does not establish the adjudicator made a reasonable attempt to obtain the claimant’s explanation, Element 20 must have an entry of “N”.*

E. WHAT THE WRITTEN NOTICE MUST CONTAIN TO ESTABLISH THAT THE AGENCY MET ITS RESPONSIBILITY

State provisions dictate whether a state has the responsibility of determining whether a claimant had good cause for failing to report or contact the state UI agency. States that consider good cause circumstances must examine the claimant’s reason for failing to meet the reporting requirements of the agency, subsequent to the claimant’s failing to report or contact the state UI agency as instructed.

To meet its responsibility and for claimant information to be considered adequate, a “good cause” state must obtain information, or make a reasonable attempt to obtain information from the claimant; however, the claimant information should be considered adequate when evaluating the quality of the determination if a claimant is notified to report or contact the state UI agency, and the notice:

- advises the claimant of the date and time to report,
- advises the claimant of the consequences of failure to report,
- provides the claimant with the necessary information and the opportunity to contact the state UI agency to explain the reasons for failure to report and/or reschedule, and
- advises that the state UI agency may consider whether the claimant had good cause for failure to report as directed.

Not all states include “good cause” provisions. Typically, in those states a claimant’s failure to meet the reporting requirements of the agency results in an automatic disqualification (with no further investigation/inquiry), since the claimant’s circumstances are not considered.

GUIDE SHEET 7

ALIEN STATUS

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Section 3304(a)(14)(A), FUTA, stipulates that unemployment compensation shall not be payable on the basis of services performed by an alien unless the alien meets the following conditions:

- The alien was lawfully admitted for permanent residence at the time the services were performed,
- The alien was lawfully present for the purposes of performing the services, or
- The alien was permanently residing in the United States under color of law (PRUCOL) at the time these services were performed (see UIPL 1-86; UIPL 1-86, Change 1, and Supplement #3 of the Draft Language and Commentary to Implement the Unemployment Compensation Amendments of 1976-P.L. 94-566, and UIPL 14-91 for details on those aliens identified as being in PRUCOL status).

An alien must also be legally authorized to work in the United States at the time benefits are claimed - the latter giving rise to a potential availability issue.

On March 1, 2003, the former Immigration and Naturalization Service (INS) was abolished and its functions and units incorporated into the Department of Homeland Security (DHS). The responsibility for providing immigration-related services and benefits such as naturalization and work authorization were transferred to the U.S. Citizenship and Immigration Services (USCIS).

Two major eligibility issues require determinations concerning aliens. The first deals with monetary eligibility. Base period wages can be allowed to establish monetary eligibility only for those services the alien performed while in an acceptable legal category. The second deals with the alien's nonmonetary eligibility, i.e. the "otherwise eligible" component of all state laws--in this instance, availability. If the alien's legal authorization has expired, he/she is considered unavailable, and the issue must be adjudicated under state "availability" law.

The state UI agency is responsible for determining an alien's eligibility based on the facts and evidence substantiating the alien's legal work status. Therefore, a denial of benefits to the alien based on disallowed base period wages may only be done based on a preponderance of evidence. This means that the adjudicator must obtain necessary facts and sufficient evidence to support a finding that while the base period wages were earned, the alien was not in an acceptable status (totally, or in part). The adjudicator must weigh the evidence carefully and must be satisfied that the weight of evidence supports a conclusion that benefits should be denied.

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Availability, as a requirement of being otherwise eligible, is applicable to all claimants, including aliens (equal treatment applies to all beneficiaries of the UI system).



HINT: Foreign workers that have been granted H-1B status allowing them to remain in the U. S. provided they remain employed by a sponsoring employer are currently not considered available for work within the meaning of the availability requirements for UC.

BASIC QUESTIONS AND FACTORS TO CONSIDER

A. WAS THE CLAIMANT'S ALIEN STATUS VERIFIED WITH THE USCIS?

The Immigration Reform and Control Act (IRCA) requires state agencies to verify the alien's status with USCIS. It is **critical** to verify with USCIS the claimant's authorization to work at the time base period wages were earned and to establish current legal status to satisfy state availability requirements.

Verification is accomplished using the Systematic Alien Verification for Entitlement (SAVE) program or the Automated Status Verification System (ASVS). Two verification methods are available to states:

- (a) **Primary Verification.** This is an automated query by the state UI agency into the USCIS data base; and
- (b) **Secondary Verification.** This process is used when indicated by the primary verification system ("initiate secondary verification"), when documentation provided by the alien is suspect or altered, or contains invalid alien registration numbers (A-50,000,000 to A-60,000,000 series), and when designated states are waived from using the primary verification. Secondary verification involves a more thorough search of USCIS files to validate the alien's legal status. USCIS conducts an in-depth search of the Alien Control Index. (Refer to SAVE program manual for in-depth treatment of alien documentation and verification procedures.)

Since the implementation of SAVE, USCIS has re-engineered

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the way it delivers immigration status verification information by automating the secondary verification process. ASVS is an access method that eliminates the need, in most cases, for state UI agencies to fill out forms, copy immigration documents and send secondary requests via mail.

Verification with USCIS should confirm the documentation provided by the claimant.

Disallowance of an alien's base period wage credits may only be done based on a **preponderance of evidence** (evidence which exists that has a greater weight and is more persuasive in supporting a finding of fact). The facts and evidence obtained must come from the claimant, the USCIS via SAVE, and/or the employer, who may provide information to support the determination to deny the use of all, part, or none of the base period wages. Facts must be sufficiently detailed to support the determination to deny and must include:

- Dates of authorization
- Copies of original documentation
- Verification from USCIS (SAVE)

B. WHAT WAS THE ALIEN'S LEGAL STATUS DURING THE STATE'S BASE PERIOD?

The alien must provide proof that he/she was in an acceptable status as determined by the USCIS to work in the United States during the state's base period. A number of documents issued by the USCIS allow aliens to reside and work in the United States. Among them, the principal authorizing document is the Permanent Resident Card, more commonly referred to as the "Green Card" and formerly known as the Alien Registration Card (ARC),

Monetary eligibility is based solely on wages legally earned during the base period and applies to the new initial claim. The period the alien was authorized to work must be established to determine if all, some, or none of the alien's base period wages were earned while he/she was in legal status.

If the alien refuses to provide requested information or documentation to establish eligibility for benefits, the issue should be resolved under the state's claim filing requirements (failure to provide requested information for establishing a claim).

GUIDE SHEET 7 - ALIEN STATUS

C. WHAT IS THE CURRENT WORK STATUS OF ALIEN?

An alien's current availability for work rests with the alien's authorization to work and the period authorized. Verification is necessary to ensure that benefits are not paid beyond the expiration date of the work authorization, regardless of a valid determination of monetary eligibility; however, this issue should be resolved and reported as an availability issue.

- In order to maintain continuing eligibility based on the availability requirement of state law, the alien must still be legally authorized to work. Expiration of legal authorization to work requires an adjudication of the alien's availability for work.
- Meeting state availability requirements can only be determined when the expiration date of the alien's work authorization has been established. An alien is not considered available for work if his/her authorization to work legally in the United States has expired.

EXCEPTION: CANADIAN CITIZENS -- Canadian nationals filing under the Interstate Benefit Payment Plan need only satisfy Canadian availability requirements. To determine availability the adjudicator must obtain a fact-finding statement and verification from the Canadian agency that the alien meets Canadian availability requirements. Failure to meet Canadian requirements should result in a denial of benefits.

D. ALIEN PERMANENTLY RESIDING UNDER COLOR OF LAW (PRUCOL).

Adjudicating issues related to PRUCOL status is the most problematic of the alien status determinations. To be considered under PRUCOL, an alien must meet the requirements of a two-part test: (1) the USCIS must know of the alien's presence and provide the alien with **written assurance** that enforcement of deportation is not planned; and (2) the alien must be "permanently residing" in the United States. A mere application for PRUCOL status does not convey permanence. The USCIS must affirmatively determine the alien's PRUCOL status.

In order to establish PRUCOL status, the alien must provide the agency with written assurance that enforcement of deportation is not planned or documentation verifying his/her legal status. The adjudicator then must obtain substantiating proof of PRUCOL status from USCIS via SAVE procedures. Confirmation from USCIS will determine whether the alien was granted permanent residence status and therefore has met UI

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eligibility requirements.

The Immigration and Nationality Act (INA) defines permanent as "a relationship of [a] continuing or lasting nature. . . even though it is one that may be dissolved eventually at the instance of either of the United States or the individual. . . ". PRUCOL applies to only:

- Aliens admitted as refugees, asylees or parolees (see Sec. 207, 208 and 212(d)(5), INA).
- Aliens presumed to have been lawfully admitted for permanent residence although they lack documentation of their admission to the U.S. (see Supplement #3 of Draft Language and Commentary to Implement the Unemployment Compensation Amendments of 1976-P.L. 94-566).
- Aliens who, after USCIS review, have been granted lawful immigration status to remain in the U. S. indefinitely or are members of a class who have been authorized to remain in the U.S. indefinitely (see UIPL No.1-86, and UIPL No.1-86, Change 1).



HINT: All claimants who are not citizens must have their Permanent Resident Card or 'green card' status verified with USCIS. This is only a routine verification and is not an issue requiring a nonmonetary determination. Even if USCIS requests a state to institute secondary verification, an issue only exists if USCIS indicates there is a problem. If USCIS indicates there is a problem, an investigation may result in two nonmonetary determinations, one for current availability under the state's A&A law and a nonmonetary suppressing the base period wages under the Alien Status section of law.

GUIDE SHEET 8

**EDUCATIONAL
EMPLOYEES BETWEEN OR
WITHIN TERMS**

GUIDE SHEET 8 – EDUCATIONAL EMPLOYEES BETWEEN AND WITHIN TERMS

Section 3304(a)(6)(A), clauses (i) – (vi), FUTA, provide exceptions to the equal treatment provisions of section 3304(a)(6)(A), FUTA, with regard to determining eligibility for certain categories of claimants employed by educational institutions, Educational Service Agencies (ESAs), and certain other entities, including certain Head Start¹ programs. These provisions are referred to as "between or within terms denial" provisions.

These provisions are often referred to as the "between or within terms denial" provisions because they provide that benefits are not payable based on services performed for educational employers (1) between two successive academic years or terms, or (2) during an "established and customary vacation period or holiday recess" that occurs within an academic term. For this denial to apply, the claimant must have a contract or reasonable assurance of employment for the following year, term, or remainder of a term. These denial provisions do *not* apply to services performed for non-educational employers. As such, these non-educational services may be used to establish monetary eligibility, provided the claimant meets all other state eligibility requirements.

Federal law *prohibits* the use of base period wages to establish monetary eligibility based on services performed in an instructional, research, or principal administrative capacity (a "professional" capacity) for educational employers when a contract or reasonable assurance exists. Thus, all state laws will have conforming provisions for professional services. Federal law *permits* similar treatment for services performed in any other capacity (a "nonprofessional" capacity, such as custodial or cafeteria services) and for services performed by employees of state and local governments, nonprofit organizations and federally recognized Indian tribes if they provided services "to or on behalf of" an educational institution (such as school crossing guards). (See UIPL 43-93.) Thus, not all states have laws paralleling these "nonprofessional" provisions. Whether this prohibition on the use of services applies to UCFE and UCX claims depends on how state law is written. (See UIPL 11-86).

The state UI agency is responsible for determining whether the claimant has a contract or reasonable assurance of performing services in the next academic period. In determining whether reasonable assurance exists, the state UI agency must determine the following. Also, if a "crossover" situation exists, the claimant may not be denied even if he or she otherwise has a reasonable assurance.

¹ To determine which Head Start agencies are subject to the between / within terms denial, consult UIPL 41-97.

GUIDE SHEET 8 – EDUCATIONAL EMPLOYEES BETWEEN OR WITHIN TERMS

BASIC QUESTIONS AND FACTORS TO CONSIDER

A. IS CLAIMANT IN "BETWEEN OR WITHIN TERMS" STATUS?

The state UI agency must determine the beginning and ending dates of the academic period (or vacation or recess) in question. The requirement that educational services not be used pertains only to (1) periods between academic years and terms and (2) vacations and recesses occurring within an academic term. Also, the state UI agency must determine that the claimant has performed services during the *prior* academic period for the denial to apply.

B. DOES A CONTRACT OR REASONABLE ASSURANCE EXIST?

UIPL 4-87 provides that, to meet the test of reasonable assurance:

- There must be a bona fide (genuine, good faith) offer of employment in the second academic period. An offer of employment is not bona fide if only a possibility of employment exists.
- The assurance must be given by an authorized individual. If the individual was not authorized, the offer is not bona fide, and no reasonable assurance exists.
- The terms and conditions of the job offered in the second academic year or term must not be substantially less (as defined by state law and policy) than the terms and conditions for the job in the first period.

A reasonable attempt should be made with the educational employer to obtain a statement either by telephone or in writing that the employee was given a bona fide offer of a specified job in the next academic period or term. Facts should establish how the offer was conveyed and whether the person who made the offer was authorized to do so. The case file must be documented with the terms of the offer, the name of the person authorized to make the offer, and date of return to work for the school employer.

The claimant's employment status with the educational employer should be explored to determine if reemployment is automatic. Certain employees (usually teachers) attain tenured status guaranteeing them automatic reemployment. The status of others, such as non-tenured teachers (year-to-year only based on fund availability - no automatic guarantee of reemployment), substitutes, and other professional or non-

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professional employees of educational institutions, or those who provide services to them (school crossing guards employed by police departments, among others), should also be established. It may be customary that from year to year the budget for the various positions is not known until a later date. If this is customary and the claimant's employment pattern with the employer substantiates this, then the individual has reasonable assurance.

This information is important to know if it is later established that funding is not available. If funding is not available the “between or within terms” issue may change to a “lack of work.” In the case of non-professional employees, the claimant may be entitled to a retroactive payment for each week the claimant filed a timely claim (as determined under state law.) In the case of professional employees, the only way to retroactively pay benefits is to establish that there was no reasonable assurance because there was no bona fide (genuine, good faith) offer of employment.

Note that reasonable assurance will exist even if the educational employer offering the job in the second period is *different* from the employer in the first period.

C. WHAT ARE THE TERMS AND CONDITIONS OF THE JOB OFFERED?

For reasonable assurance to exist, the economic terms and conditions of the job offered for the next period must not be substantially less than those applicable to the first period. The employer should provide sufficient information concerning the terms and conditions of the job offered for the next academic period for the adjudicator to determine whether the economic terms and conditions of the job offered for the next period are not substantially less than those applicable to the first period.

If the claimant rejects a bona fide offer, an issue regarding a separation or refusal of work (as determined under state law) would exist.

D. HOW ARE SEPARATION ISSUES COORDINATED WITH REASONABLE ASSURANCE ISSUES?

It may be necessary to coordinate a reasonable assurance issue with a separation issue. For example, when the educational employer advises the state UI agency that the claimant has refused an offer of employment for the fall term, a separation issue will exist. State law determines when or whether the state UI agency must adjudicate a separation issue. For example, some states do not adjudicate a voluntary quit issue unless the

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work is currently available, which means that a separation issue would not exist until the fall term.

That a separation issue has been resolved does not mean that there is no need to determine whether a contract or reasonable assurance exists. A contract or reasonable assurance does not necessarily end because the school employee refused to return to work with the same employer in the next academic period. If the separation issue will not be adjudicated until the following academic term, the reasonable assurance issue must be adjudicated immediately. In some cases, the facts related to the reason for separation may assist in determining whether reasonable assurance exists.

Separation and/or nonseparation issues that occur at times other than between academic years or terms, during vacation periods or holiday recesses within terms involving employees of educational institutions, ESAs, and certain other entities will be adjudicated under the regular provisions of state law. The state UI agency, however, must adjudicate the reasonable assurance issue at the beginning of the next break in the academic term to determine if reasonable assurance applies. The adjudication could result in a determination that suppresses wages until the break in terms or vacation/holiday recess period ends, or one that allows the wages to continue to be used because reasonable assurance no longer applies.

E. DO THE EXCEPTIONS FOR “CROSSOVERS” APPLY?

The between and within terms denial is not applicable to certain situations called “crossovers.” Crossovers occur when (1) a claimant who performed services in one capacity (i.e., professional or nonprofessional) has a reasonable assurance of performing services in the *other* capacity, or (2) a claimant goes from one type of academic employer to another (e.g., from an educational institution to an ESA.) Details for some crossover situations are found in UIPLs 18-78 and 30-85.

The following examples illustrate crossover situations:

Example No. 1: The between-terms denial does not apply when crossing over from a professional to a nonprofessional capacity, or vice versa. For example, a teacher (a professional) at an educational institution receives assurance of a job in the next period as a teacher’s aide (which is, for purposes of the between and within terms denial, a nonprofessional classification because the services are not performed in an instructional, research, or principal administrative capacity). Because

GUIDE SHEET 8 – EDUCATIONAL EMPLOYEES BETWEEN OR WITHIN TERMS

the individual is "crossing over" from one capacity (professional) to another (nonprofessional), the between terms denial does not apply.

(Note: the within-terms denial does apply in this type of crossover situation.)

Example No. 2: The between and within terms denial does not apply when crossing over from one type of educational employer (i.e., an educational institution, ESA, or entity providing services to or on behalf of an educational institution) to another type. For example, a school crossing guard who is employed by the local police department receives assurance of a job as a cafeteria worker for the local school. The individual is "crossing over" from one type of employer (one providing services to or on behalf of an educational institution) to another type of employer (an educational institution). Because of this, the between and within terms denial does not apply.



HINT: Typically, an investigation of the circumstances surrounding an educational employee's employment, results in a countable nonmonetary determination regardless of whether the individual is allowed or denied under the between and within terms provision. An Educational Employees Between and/or Within Terms nonmonetary determination is necessary to determine whether the between and/or within terms provision applies, and if so, the agency must also complete a monetary determination to exclude the use of the wages earned while in educational employment.

GUIDE SHEET 9

**PROFESSIONAL ATHLETES
BETWEEN SEASONS**

GUIDE SHEET 9 - PROFESSIONAL ATHLETES BETWEEN SEASONS

Section 3304(a)(13), FUTA, requires that compensation shall not be payable to any individual on the basis of services, substantially all² of which consist of participating in sports or athletic events, or training or preparing to participate, for any week between two successive sports seasons, if the individual performed services in the first season (or similar period), and there is a reasonable assurance that the individual will perform services in the second season (or similar period).

The state UI agency is responsible for determining whether the claimant has reasonable assurance of performing services in the next ensuing athletic season or similar period. To determine whether there is reasonable assurance that the individual will be playing the next season or in a similar period, the state UI agency must establish if:

- There is a contract, written or verbal, **or**
- The player offered to work and the employer expressed his/her interest in hiring the player for the next season or a similar period, **or**
- The athlete expresses a readiness and intent to participate in the sport for the next season. The fact that the athlete may not have a formal offer from a professional athletic organization does not mean that reasonable assurance does not exist. Reasonable assurance is evident if the claimant asserts that he/she intends to pursue employment as a professional athlete for the next season or similar period.

States have the option of broadening the definition of an athlete to include ancillary personnel involved with the team or professional event. This may include managers, coaches, and trainers employed by professional teams, or referees and umpires employed by professional leagues or associations. Denial of benefits to these groups is a state option. State law and policy must clearly identify those individuals subject to disqualification under its "professional athlete" provisions.

² The term "substantially all" has been interpreted to mean 90% or more of the claimant's services in the base period were performed as an athlete.

GUIDE SHEET 9 - PROFESSIONAL ATHLETES BETWEEN SEASONS

BASIC QUESTIONS AND FACTORS TO CONSIDER

A. IS THE CLAIMANT BETWEEN SUCCESSIVE SPORTS SEASONS?

It is not required that the individual perform the services for the same professional athletic organization to be considered "between successive sports seasons."

Determine the type of sport in which the claimant participated and the official beginning and ending dates for that sports season.

Review dates to determine whether the period of benefits claimed is before, during, or subsequent to the official sports season. If the claim for benefits falls between the official season or period **and** the claimant does **not** have reasonable assurance of performing such services in the next season or similar period, benefits may be payable.

B. WERE SUBSTANTIALLY ALL (90% or as defined by state law) OF THE CLAIMANT'S SERVICES PERFORMED DURING THE BASE PERIOD IN A PROFESSIONAL SPORT?

The fact to be established is whether the claimant actually was employed as a professional athlete during the base period.

If substantially all services during the base period were performed as a professional athlete, then **NONE** (athletic and non-athletic) of the base period wage credits can be used to establish monetary eligibility for any weeks that begin during a period between sports seasons or similar periods.

If, however, less than 90% (or the amount determined by state law) of the claimant's services were performed in professional sports, then **ALL**(athletic and non-athletic) the claimant's base period wages may be used to establish monetary eligibility for any weeks that begin during a period between sports seasons or similar periods.

C. DOES THE CLAIMANT HAVE REASONABLE ASSURANCE OF PERFORMING THE SAME OR SIMILAR SERVICES DURING THE NEXT SEASON OR SIMILAR PERIOD?

It is not required that the individual perform the services for the same professional athletic organization for reasonable assurance to exist.

GUIDE SHEET 9 - PROFESSIONAL ATHLETES BETWEEN SEASONS

The claimant's continuing employment relationship with a professional sports team, league or association must be clearly established. It is possible that the claimant decided not to return to work or was released by the employer which would raise a separation issue.

If there is no separation issue, information from the claimant should address his/her understanding about returning to work for the employer during the next sports season, who provided the claimant with assurance of returning the next season and whether that individual was authorized to do so.

It is possible that the individual only had a one-year contract and was released. If, however, the individual is free to negotiate with others for his services, then reasonable assurance is evident if the claimant asserts that he/she is focused on pursuing employment as a professional athlete for the next season or similar period.

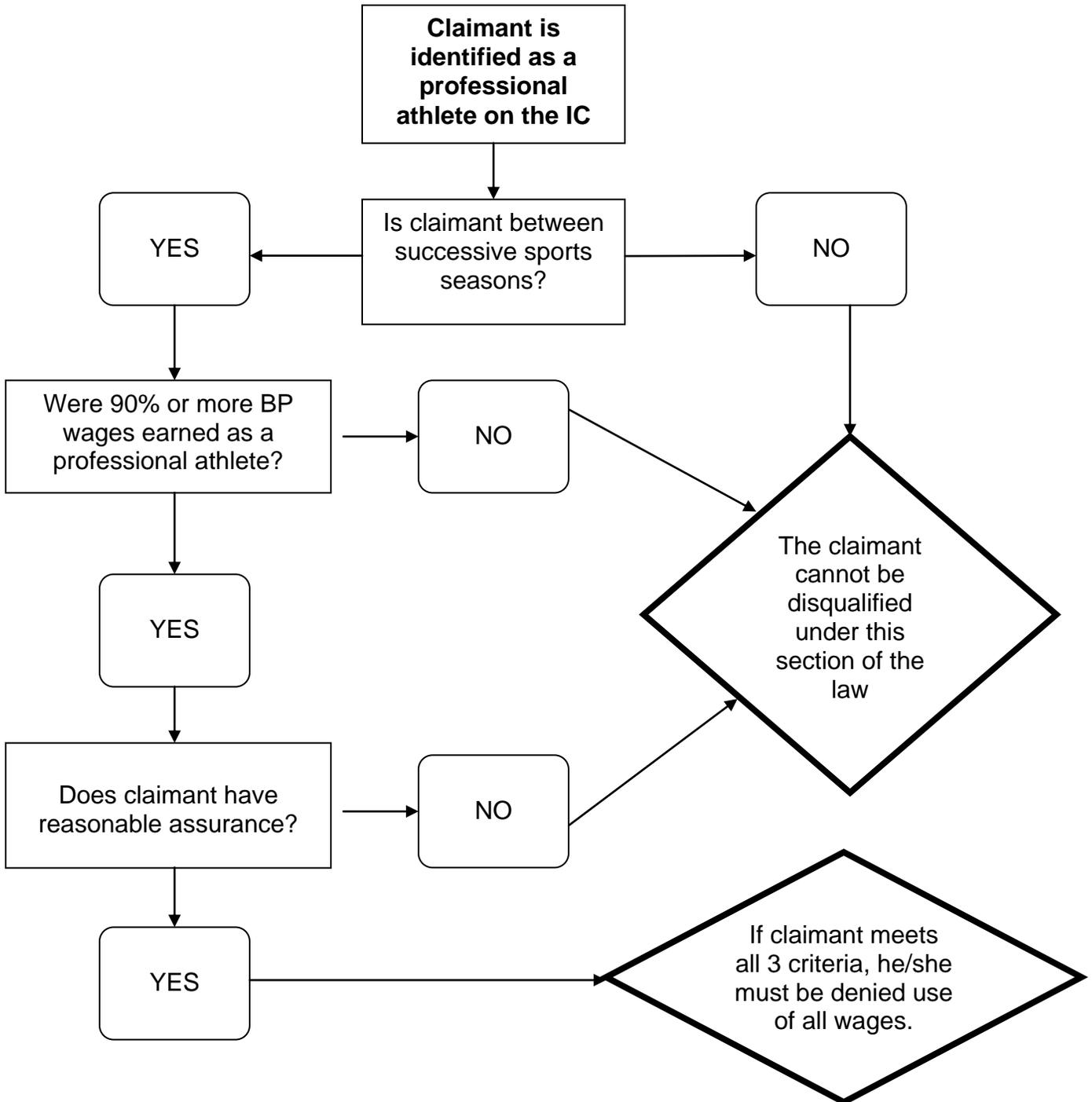
If it is clearly established that the individual has withdrawn from professional athletics at the expiration of his/her contract, then reasonable assurance is not present. There is no need to probe further.



HINT: All states were required to apply the "substantially all" criteria to base period wages. Most states opted to use the 90% amount as defined by Supplement #1 -- Questions and Answers -- which supplemented Draft Language and Commentary to Implement the Unemployment Compensation Amendments of 1976-P.L.-566. A state can choose to be more stringent in defining "substantially all". All evaluators should be aware of the definition before reviewing the case.

GUIDE SHEET 9 - PROFESSIONAL ATHLETES BETWEEN SEASONS

Professional Athlete



GUIDE SHEET 10

**FRAUD ADMINISTRATIVE
PENALTY**

GUIDE SHEET 10 – FRAUD ADMINISTRATIVE PENALTY

All states have laws which provide for an additional administrative penalty to be applied when claimants commit fraud by willfully misrepresenting or concealing material facts in order to obtain benefits to which they are not legally entitled. Misrepresentation or concealment of material facts by a claimant commonly relates to unreported earnings, misinformation about employment or separation from employment, availability, ability, efforts to obtain work, dependants, vacation pay, pension, concurrent filing for benefits in two or more states, collusion with an employer on exaggerated or unreported earnings or fictitious employment.

Generally, the most common type of fraud occurs during a continued claims series when the claimant fails to correctly report earnings. These incidents are most frequently detected by the benefit wage crossmatch, interstate benefit (IB) crossmatch, or the directory of new-hire crossmatch. If the adjudicator reviews the information returned by the employer as a result of any type of crossmatch and considers assessing an administrative penalty due to fraud or concealment by the claimant, these determinations should be reported in column 17, lines 301 and 302 of the ET 207 report, Nonmonetary Determination Activities.



HINT: Only the Administrative Penalty portion of a fraud nonmonetary determination is countable! Any other nonmonetary determination resulting from a fraud investigation (e.g., Overpayment without an Administrative Penalty) is not reportable; should not be in the sample universe; and should be scored as “Invalid,” or “00.”

BASIC FACTORS AND QUESTIONS TO CONSIDER

A. WHAT WAS THE METHOD OF DETECTION?

There are many methods used to detect potentially fraudulent activity by the claimant. The results may lead to a finding of fraud if the facts establish the claimant willfully misrepresented or concealed material facts in order to obtain benefits to which he/she was not legally entitled. Some of the methods used to detect incorrect information may include:

- Crossmatch programs, (e.g. Directory of New Hire, Benefit Wage, IB)
- Fraud Hotlines
- Tips and Leads from outside sources
- Information from employers or others
- Agency information (e.g., job refusals)

GUIDE SHEET 10 – FRAUD ADMINISTRATIVE PENALTY

Claimants must be informed about and provided an opportunity to rebut allegations or findings of potential fraud. The claimant must be contacted and the information must be discussed with the claimant (or a reasonable attempt made) before a finding of willful misrepresentation can be made.



HINT: *The issue detection date for a Fraud Administrative Penalty issue is the date that the agency became aware or should have been aware of the issue. For example, the issue detection date is the date that the state agency received the unreported earnings information from the employer. Note: For tips, the issue detection date is the date the tip is received.*

B. WHAT WERE THE CLAIMANTS' ACTIONS?

It is the responsibility of the state UI agency to inform the claimants of their rights and responsibilities when filing for benefits. At any time during the claims process, a claimant may give information that is later determined to be incorrect. This inaccurate information may be given unintentionally such as when a claimant was given incorrect information by the employer or failed to understand instructions given by the state UI agency. The reasons should be closely examined by the state UI agency to determine whether the claimant willfully misrepresented any material facts.

The adjudicator should document everything that was considered in making the determination. For example, the adjudicator may consider and ask questions such as: What is the claimant's educational level? Were there any language barriers? Had the claimant previously filed for benefits? If so, how often and were there any issues on the prior claims? How are claimants given instructions regarding their rights and responsibilities? Are instructions given verbally or mailed in a pamphlet? What information did the state UI agency provide to the claimant concerning reporting requirements?

All relevant information provided by employers and/or third parties must be considered by adjudicators in making their determination. However, the claimant must be contacted and allowed to rebut any potentially disqualifying information.

GUIDE SHEET 10 – FRAUD ADMINISTRATIVE PENALTY



HINT: All corresponding documentation used in determining fraud must be included in the case file. This includes documents from prior benefit years.

GUIDE SHEET 11

LABOR DISPUTES

GUIDE SHEET 11 – LABOR DISPUTES

Generally, most states deny unemployment benefits to claimants if they are out of work due to a labor dispute other than a lockout at the place of employment, although state laws and policies vary regarding conditions of eligibility when labor disputes are involved. Some states allow benefits because of a lockout or failure of the employer to conform to the provisions of a labor contract, while others deny benefits for the duration of the dispute regardless of the cause. In almost all states, a denial period is tied to the duration and progress of the dispute.

The circumstances surrounding the dispute must be fully investigated to establish whether the claimant is a member of a striking class of employees; the cause of the dispute, (e.g., an employer's failure to conform to the terms of a labor contract); when the dispute arose; and the duration of the dispute.

If the dispute has ended, information about the length of time the company will need to resume normal operations and the reason for any delay is required to determine the claimant's employment status at the time the dispute ended. For example, the employer may not be able to resume normal operations because of the lead time necessary to prepare or repair equipment (if damages occurred during the dispute), thus causing a lack-of-work situation. Investigation of the impact of the dispute on operations may be a factor in determining the claimant's eligibility for benefits, depending on the time benefits are sought.

State law and policy may provide for the allowance of benefits where a labor dispute is in progress at the claimant's place of employment, but the claimant is not participating in or directly involved in the dispute. This is particularly important if state law and policy prohibits penalizing workers who are locked out of work as a result of the employer's actions.

BASIC QUESTIONS AND FACTORS TO CONSIDER

A. WHAT GROUPS ARE INVOLVED IN THE DISPUTE?

It is necessary to identify who is involved in the dispute, the extent of their involvement, and whether the claimant is a part of any group involved or affected by the labor dispute. This is important when determining who is actively participating in the dispute, and who is unemployed as a result of the dispute through no fault of their own. Some classes of workers may be ready, willing and able to work, but are prevented from doing so because they are locked out of their place of employment as a result of the dispute.

GUIDE SHEET 11 – LABOR DISPUTES

Corroboration of the claimant's status with the employer and the claimant's union should provide sufficient information to establish whether the claimant is directly participating in the dispute.

Information about the nature of the dispute, including identification of those directly involved and those adversely affected by the dispute, must be obtained from the claimant, union and employer. The state UI agency may also need to obtain the facts of the dispute from an independent arbitrator who is leading settlement negotiations.

It is important to determine whether the individual is actually participating in the labor dispute. Could the claimant have continued to work or returned to work, except for refusal to cross a picket line set up by another class of workers? What prevented the claimant from returning to work? Was safety a factor? Are there other reasons?

B. WHEN DID THE DISPUTE BEGIN?

The date the labor dispute began establishes the duration of any disqualification the state may impose and which must be cited in the determination.

C. WHAT WAS THE CLAIMANT'S EMPLOYMENT STATUS AT THE TIME OF THE DISPUTE?

It is important to know if the labor dispute was the cause of the claimant's unemployment or if the claimant was in a period of unemployment at the time the labor dispute began.

If the claimant was in an indefinite layoff status at the time of the dispute then he/she may not be subject to disqualification because his/her unemployment is not related to the labor dispute.

If the claimant had a definite date of recall, was recalled by the employer during the labor dispute, but refused to report, a separation issue may exist requiring resolution under state separation provisions.

D. WHAT IS THE REASON FOR THE LABOR DISPUTE?

Because most states have adopted the principle of neutrality in labor disputes, disqualifications may be perfunctory, with benefits denied for the duration of the dispute. If this is the case, then the issuance of determinations is a fairly routine matter not requiring a great deal of inquiry. The state's statutory provisions are applied uniformly, the denial

GUIDE SHEET 11 – LABOR DISPUTES

is issued and no further inquiry is required. However, some states have specific exceptions to the neutrality principle and permit the allowance of benefits under certain conditions.

Some states allow benefits in cases of a lockout to avoid penalizing certain employees for the actions of the employer, for the employer's failure to abide by the terms of a labor contract, and when the employer failed to conform to any Federal or state law on labor standards matters which are central to the labor dispute such as wages, hours, or working conditions. Facts must be obtained from the interested parties such as claimant, employer, and bargaining unit (if applicable), or other third parties to establish whether any of the above conditions exist.

The weight of the evidence obtained in conjunction with applicable state and Federal labor standards shall provide the basis for evaluating the quality of labor dispute determinations.

E. WHAT EMPLOYMENT LOCATIONS ARE INVOLVED IN THE DISPUTE?

Identifying the location of the dispute is important to establish whether it directly affects the claimant's place of employment. The dispute may occur at a remote location, but render the claimant's facility inoperable or diminish operations causing the claimant's unemployment.

The relationship of the dispute to the operations of the claimant's place of employment must be probed because the claimant may belong to the same class of employees whose actions at one location are causing disruptions in operations at other employer locations. State law or policy dictates if the labor dispute determinations reach beyond the immediate location affected to include any establishment within the U. S. which is functionally dependent or integrated with the striking facility owned by the same employing unit. To establish the effect of the labor dispute on operations in the claimant's place of employment determine whether there was a forced slowdown/shutdown of operations, a reduction in force, or whether non-labor dispute participants were adversely affected.

F. IS THE CLAIMANT FINANCING OR DIRECTLY INTERESTED IN THE LABOR DISPUTE?

Many states deny benefits to any individuals or classes of workers who are actively engaged in the labor dispute or are financing or otherwise directly interested in the dispute. Facts obtained from the claimant (or the claimant's agent if he/she belongs to a collective bargaining unit) will establish whether the claimant falls in any of these categories.

GUIDE SHEET 11 – LABOR DISPUTES

The claimant's bargaining unit, although not directly involved in the labor dispute, may be subsidizing one or the other parties in the dispute. In most cases this is in the form of a financial contribution from the claimant's union to the striking union. The intent is to build support for the claimant's bargaining unit which also has a collective bargaining agreement with the same employer. By offering such financial support, paid through the claimant's union dues or other assessments, a direct interest in the outcome of the dispute is exhibited (a self-serving act which may serve to prolong the labor dispute).



HINT: Do not penalize the adjudicator for missing claimant information if the necessary facts are furnished by a representative of the labor union involved in the dispute.

GUIDE SHEET 12

**WORKER PROFILING AND
REEMPLOYMENT SERVICES**

GUIDE SHEET 12 - WORKER PROFILING AND REEMPLOYMENT SERVICES

Title III of the Social Security Act, amended in November 1993 by Public Law 103-152, requires that all states establish and utilize a system for profiling all new claimants for unemployment compensation that identifies those who will likely exhaust their benefits and who will need job search assistance services to make a successful transition to new employment.

Under this system, identified claimants may be referred to reemployment services which include job search assistance, job placement services, counseling, testing, providing occupational and labor market information, assessment, job search workshops, job clubs, referrals to employers, and other similar services.

Familiarity with UIPL No. 41-94 dated August 16, 1994, as well as state law and policy is necessary to properly evaluate Worker Profiling and Reemployment Services (WPRS) determinations.

Claimants must be held ineligible for any week in which claimants refused to participate in reemployment services which they are required to attend unless they: (1) have justifiable cause, (2) have completed such services or, (3) are attending similar services.



HINT: Determinations completed under the Worker Profiling provisions relate to situations when a claimant expresses that they refuse to participate in reemployment services. Instances where the claimant fails to report for a reemployment service should be completed under the reporting requirements section of law.

Justifiable cause for refusal to participate in reemployment services or similar services is determined by the "reasonable person" test. The justifiable cause exception does not supersede state able and available provisions, e.g., a claimant's illness may be justifiable cause for not accepting referral to reemployment services, but will raise the issue of eligibility under the able and available provisions of state law.

Claimants should not be held ineligible if the failure to participate is minimal and does not significantly affect their ability to benefit from the reemployment services in attempting to obtain new work, e.g., if a claimant misses one hour of an eight-hour seminar, the state may find that this limited absence is not a failure to participate.

Claimants who have completed reemployment services are not required to participate in such services and, therefore, should not be held ineligible. This

GUIDE SHEET 12 - WORKER PROFILING AND REEMPLOYMENT SERVICES

includes "similar services." The date of completion should be considered in arriving at a decision of justifiable cause for refusal to participate.

Claimants are not required to participate in reemployment services to which they are referred if they are participating in "similar services." These are defined as reemployment services that claimants are attending on their own initiative, e.g., services offered by a company before a permanent layoff, or services offered by private employment agencies. These services need not be identical to those to which the claimant was referred by the state; they need only be reasonably similar. The state UI agency must perform sufficient fact-finding to determine whether, in fact, the services are similar.

The state agency also bears the responsibility to determine whether the referral is proper if the claimant questions the need for reemployment services.

BASIC QUESTIONS AND FACTORS TO CONSIDER

A. HOW WAS THE CLAIMANT NOTIFIED AND WHAT WAS THE CONTENT OF THE NOTICE?

The claimant must be notified in writing of the referral and advised of the following: (1) that he/she has been identified as likely to need reemployment services in order to make a successful transition to new employment; (2) when and where to report for the services; and, (3) that failure to participate in reemployment services may result in denial of UI benefits. If the state UI agency does not conform to all of the above requirements, there is no issue. Documentation must reflect the method by which the claimant was notified.



HINT: There is no issue if the state UI agency or their designated service provider does not include required information in the call-in notice to claimant.

B. WHAT WAS THE REASON(S) FOR THE CLAIMANT'S REFUSAL?

If the claimant refused because of prior completion of reemployment services, obtain written documentation of such completion. How recently

GUIDE SHEET 12 - WORKER PROFILING AND REEMPLOYMENT SERVICES

did the claimant complete the services? Has the claimant recently completed, or is the claimant currently participating in, similar services? Determine whether the similar services were of sufficient quality to be acceptable in lieu of this referral. Also, determine the date of completion.

C. WAS THE REASON FOR REFUSAL CONTROLLABLE OR UNCONTROLLABLE?

It should be determined whether the claimant's reason(s) for refusing services were within his/her control. If the reason(s) is within the claimant's control, what efforts did the claimant make to resolve the controllable reason?

GUIDE SHEET 13

UNEMPLOYMENT STATUS

GUIDE SHEET 13 – UNEMPLOYMENT STATUS

An Unemployment Status determination is necessary if there is a question on whether the claimant's activities or status constitutes service or employment, or if the claimant earned wages or received remuneration for employment sufficient to render him/her ineligible as "not unemployed" or "partially unemployed. "

As noted on page I-4-10 of ETA Handbook 401, Unemployment Status determinations are categorized as miscellaneous, which means circumstances such as Unemployment Status are countable nonmonetary determinations only when a disagreement arises on facts or application of the law. For example, based on the employer's statement of earnings a claimant is awarded only partial benefits for a specific week. The claimant objects to the reduction in benefits on the grounds that the employer's statement is incorrect. Because of disagreement over the accuracy of the employer's statement, the state issues and counts a nonmonetary determination based on the information obtained. If the claimant had agreed with the employer's information, a determination would not be needed or counted.



HINT: This category does not include payments of workers compensation, OASDI benefits, unemployment benefits under another state or Federal law, dismissal payments of wages in lieu of notice, vacation or holiday pay, and payments made under an employer's pension plan as these issues are determined as Disqualifying Income Issues.

Situations relating to whether the claimant's activities or status constitute service or employment are sometimes associated with a disagreement over application of law. For example, a claimant acknowledges working 40 hours during a week in which he/she certified for benefits. The claimant reported his/her earnings, which were less than the weekly benefit amount, and a benefit amount, less his earnings could be issued by the state agency. However, state law considers that an individual who works 32 hours or more during a week is employed full-time, not unemployed, and therefore, not entitled to unemployment benefits for the week. Because the claimant's circumstances are in disagreement with applicable state law, an Unemployment Status nonmonetary determination is issued and counted.

GUIDE SHEET 13 – UNEMPLOYMENT STATUS



HINT: *Since an Unemployment Status issue does not exist unless there is a disagreement, and the issue detection date is the date the state UI agency first became aware or should have become aware of the issue to which the nonmonetary determination applies, typically, the issue detection date for Unemployment Status determinations is the date that the state UI agency first became aware or should have become aware the disagreement arose, since absent any disagreement, no issue exists.*

BASIC QUESTIONS AND FACTORS TO CONSIDER

A. WHAT TYPE OF INCOME DID THE CLAIMANT RECEIVE?

The type of income the claimant received or will receive (wages, remuneration), the amount received, and the period to which it is applicable must be recorded during the fact-finding process. This will help determine the week(s) affected and the deduction from the claimant's weekly benefit amount.

Determine the specific type of income received or considered to be constructively received by the claimant:

- Although not yet paid to the claimant by the employer (constructive receipt), a determination has to be made if the income meets the state definition for deductibility and/or disqualification for the weeks affected.
- The state UI agency must determine whether the income is based on employment or whether the income is from an employer's pension plan, disability plan, Social Security, etc. to establish the appropriate method for reducing the claimant's weekly benefit amount (WBA).
- The type of income determines the formula the state applies for reducing the claimant's WBA. In many states, if payment is less than the WBA (based on a percentage of earnings that is disregarded), the claimant receives the difference between the amount deducted (after the disregard) and the WBA.
- In others, a dollar-for-dollar reduction may apply, or no benefits are payable if the claimant receives disqualifying income regardless of the amount.

GUIDE SHEET 13 – UNEMPLOYMENT STATUS

B. WHAT IS THE GROSS AMOUNT OF INCOME THE CLAIMANT RECEIVED?

The gross amount of income received is used to determine its impact on the claimant's WBA - present, past, or future.

- Lump sum payments can represent different types of income.
- Lump sum payments may be applied only to the week in which the payment was received, or
- May be considered periodic payments, applying the prorated amount to several weeks.

It will be necessary to determine, based on the amount actually received or, in some cases "constructively received," the weeks to which the income is applicable and the amount of reduction required by law and policy.

- Obtain documentation or verification from the claimant and/or the employer of the gross amount of income.
- Once the sources are identified and the information is confirmed, a determination can be issued to wholly or partially reduce the claimant's benefit award in accordance with state law and policy.



Hint: *Unemployment Status nonmonetary determinations that result from a disagreement regarding a claimant's wages differ from situations where the wages are not being disputed/contested. While situations where the claimant's receipt of wages may require an exploration of facts, where there is no disagreement about the outcome, i.e., the wages are uncontested, a reportable nonmonetary determination does not exist. Furthermore, in some instances when a disagreement does exist, circumstances may warrant completing and counting an Unemployment Status determination, and a Fraud Administrative Penalty determination to address the same week or weeks.*

GUIDE SHEET 14

SEASONALITY

GUIDE SHEET 14 - SEASONALITY

A seasonality issue exists when there is a question about whether or not, under special state statutory provisions, seasonal workers should be denied use of wages earned during a specified period of time. This issue must be resolved and a nonmonetary determination issued. State law must be examined to determine exactly what provisions apply. Usually the state has identified those employers in the state considered to have seasonal employment and the beginning and ending dates of the season for each employment type. Normally, the intent of the statute is to deny benefits based on seasonal employment when an employer is not operating because the season has ended. These provisions apply only when a claim is filed during the off season of that particular industry. Wages determined to be seasonal are removed from the claim for the periods between seasons.

Example: Jobs at a race track have been designated as seasonal employment. The race track season is February 1 to May 1. If a claimant who worked at the race track is unemployed during the season, (February 1 to May 1) wages from the race track may be used in determining monetary eligibility; however, from May 2 to January 31 wages from the race track may not be used; these wages must be suppressed.

BASIC QUESTIONS AND FACTORS TO CONSIDER

A. WAS THE EMPLOYER DESIGNATED BY THE STATE UI AGENCY AS SEASONAL AND IF SO WHAT IS THE NORMAL SEASON FOR THE EMPLOYER?

Determine whether the employer or the type of employment has been defined by state law and/or policy as seasonal employment. Also determine if the claim is being filed during the normal season or off season. In general, seasonality provisions apply only when the claim for benefits is outside of the season.

B. WAS THE CLAIMANT EMPLOYED AS A SEASONAL WORKER?

The adjudicator must establish whether or not the claimant was employed as a seasonal worker. Determine whether the work performed by the claimant is seasonal in nature.

If the claimant performed services as a seasonal employee and is filing a claim during the off season, the wages from the seasonal employment may not be used to establish monetary eligibility for any weeks that begin during the off season period. Beginning and ending dates of the season must be documented. Non-seasonal wages in the base period may be used to establish monetary eligibility.

GUIDE SHEET 15

**REMOVAL OF
DISQUALIFICATION**

GUIDE SHEET 15 - REMOVAL OF DISQUALIFICATION

The removal of a disqualification or a period of ineligibility is often a routine claims function requiring no determination. However, if there is “disagreement” concerning whether specific requalifying requirements have been met, a determination may be necessary. Similar to Unemployment Status nonmonetary determinations, there must be disagreement, which the adjudicator must address to have a valid, countable nonmonetary determination.

Example: The claimant has been disqualified from receipt of benefits. To remove the disqualification, he/she must return to work and earn \$2,000 subsequent to the effective date of the disqualification. The claimant presents check stubs totaling \$1,800, which is insufficient to remove the disqualification. However, the claimant contends that he/she earned wages totaling \$2,300 but lost the check stubs. This situation creates a “disagreement” between the information presented and the claimant’s contention that sufficient wages were earned to remove the disqualification. The adjudicator must obtain additional information and in this case the employer(s) should be contacted. After obtaining sufficient information, if a disagreement still exists, the adjudicator may resolve the issue and make a valid determination that is countable and reportable. However, if the disagreement no longer exists, (e.g. the employer verifies that the claimant earned \$2,300) a determination is not needed, or counted, since the removal of a disqualification in the absence of a disagreement is a routine claims function requiring no determination.



HINT: *Since a Removal of Disqualification issue does not exist unless there is a disagreement, and the issue detection date is the date the state UI agency first became aware or should have become aware of the issue to which the nonmonetary determination applies, typically, the issue detection date for Removal of Disqualification determinations is the date that the state UI agency first became aware or should have become aware that the disagreement arose, since before any disagreement, no issue existed.*

BASIC QUESTIONS AND FACT FINDING FACTORS TO CONSIDER

A. DOCUMENTATION

The adjudicator must document the type of disqualification or ineligibility the claimant is attempting to remove or purge. The disagreement or controversy must be documented in the record. The record should include a rationale for the determination that was made (e.g., why did the adjudicator accept or reject information provided to remove the disqualification or period of ineligibility?).

Any information obtained for consideration in removing or purging a

GUIDE SHEET 15 - REMOVAL OF DISQUALIFICATION

disqualification or period of ineligibility must be documented. If a statement from a doctor or health care provider is required, the file must include the actual statement. If proof is required to establish that sufficient wages have been earned during a particular time period, the case file must contain the documented proof reflecting the source of the information. For example, in providing proof of earnings, the claimant may furnish pay stubs showing the gross amount of earnings and the period of time in which they were earned, a signed statement from an employer on company letterhead, or W-2 forms.

B. STATE POLICY CONSIDERATIONS

State policy will define what is acceptable as proof of wages.