



IOWA
WORKFORCE
DEVELOPMENT

The background features a large, abstract graphic composed of several overlapping triangles. These triangles are primarily shades of blue, ranging from light cyan to dark navy. They are oriented at various angles, creating a dynamic and modern look.

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Iowa Workforce Development

1. Why, if there is a state mandate that affects our operations (hours & volume of business), is the employer responsible for charges of employees that had a reduction in hours?
 - a. Why the change from the state paying to the employer?
 - b. Could there be targeted relief for our industry alone since we are the ONLY industry that is being mandated to close/reduce hours?

If you offer a job to a laid off employee for less hours than they were previously working, are they still eligible for unemployment insurance?

I have an employee who is off every couple of weeks because of COVID exposure, without any documentation & I think he is reporting that as 0 wages for unemployment, but how long will it be before I know if he really is or not (he said that he is not but has told someone else he makes more from unemployment working nothing than reduced hours available to him)

- Do I just wait for it to be audited, just let it ride on the COVID related reduction in business or be reporting that to someone proactively?

We have been utilizing the remarks section of the claim form, even before COVID, but have been told by agents that they don't even read those or that the remarks are not taken into account.

- Is that accurate, or only right now because of the volume of claims?

When calling IWD, if the agent informs you that they will have a supervisor call you back & that doesn't happen, what is the best way to get in the que for a supervisor's attention that doesn't require multiple calls/taking the time from various agents trying to get to someone that has the knowledge needed?

- *(we know there has been an influx of newer agents added & understand that they may not have all the answers yet, so the need to pass it off is understandable, but not getting any response is frustrating)*

Are there any actions that, as the employer, we can do differently or better to help the fluidity & speed of the process for employees?

(it is not uncommon for a claimant to be told that I am holding up their claim when I haven't even gotten the notice of claim yet-I had 2 of them last week)

When not wanting to protest a claim for an employee because of the lack of hours available due to state issued mandate, is there a way to indicate that this issue is COVID related so that the charges are allocated to the correct pool of funds?

Are there any options for the employer when a fact finding interview is scheduled & the agent doesn't call when they are scheduled to that would assist in reducing the amount of work required to get accurate information instead of increasing it?

(right now if they don't dial my extension or they call after I have left for the day, my only option is to wait for the decision & then appeal it; it also appears as though I did not participate-which is not an accurate overview)

Am I correct in understanding that if an employee is “laid-off” due to the mandated closure at 10PM, that they could still earn up to \$100/week and receive full unemployment benefits?

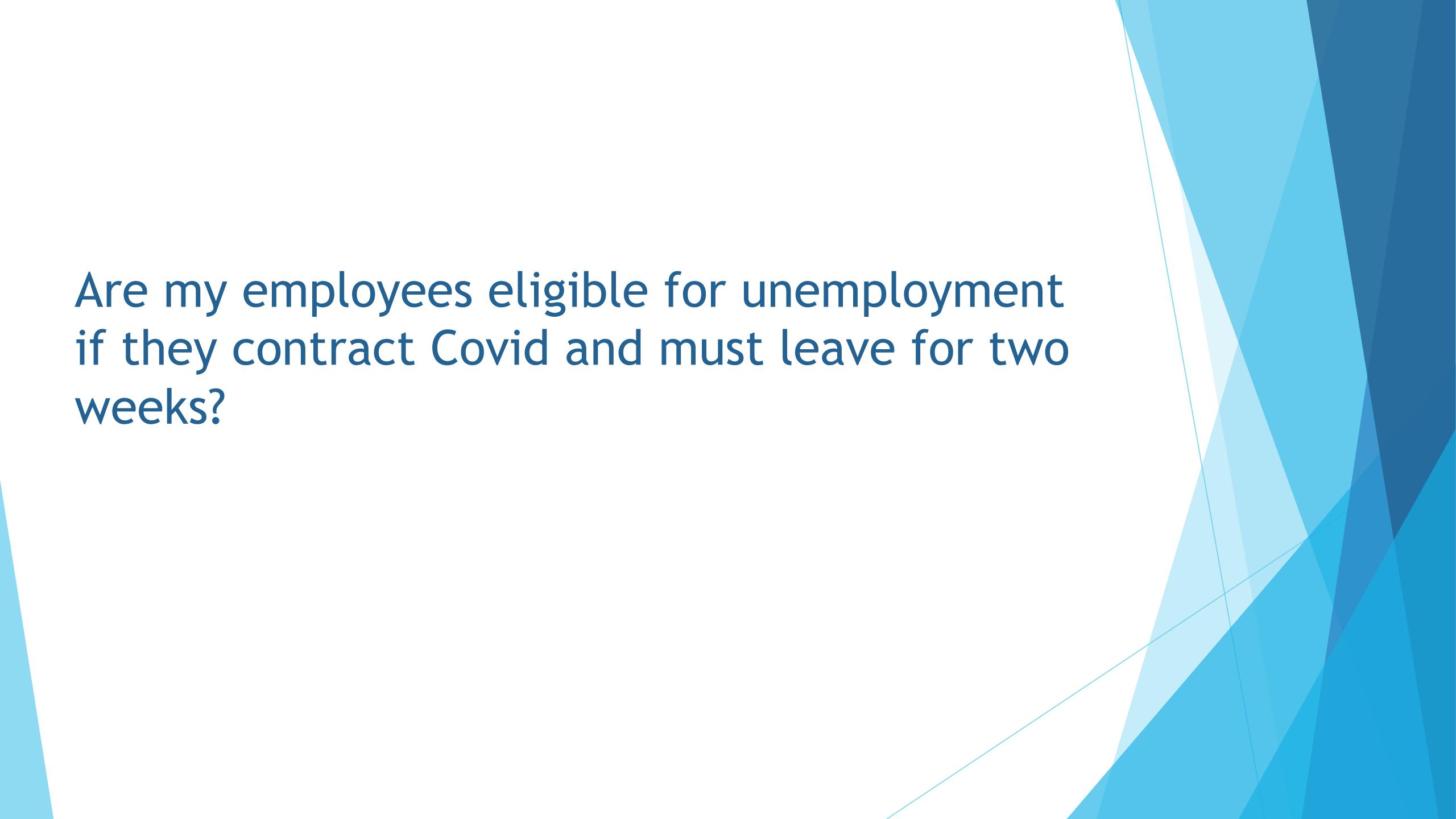
10. I employ college students, in order for these kids to be able to afford to live/go to school, they often need 2 jobs, with varying hours to accommodate their class schedules. Now that our businesses have been limited due to the Governor's mandates, I need to lay some of these employees off. They have applied for unemployment and been denied because they have another job, although without the hours our businesses provide, they can't make it. What can be done for these employees? How do we communicate with the agent to ensure all details are taken into consideration and not just a flat denial?

If an employee is offered hours because we are short staffed or have hours available and they decline/don't work, can they still qualify for Unemployment?

If an employer refuses to comply with the Governor's Mandates and his/her business gets shut down because of it, will the employees still be able to get unemployment?

- Do employees qualify for temporary unemployment benefits if they work the same shifts, but business is just not back to normal, therefore the potential for income isn't there?
For example, patio business comes to a halt because of the weather.

Is it correct that an employee under age 18
can file a claim for a Reduction in hours?

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Are my employees eligible for unemployment
if they contract Covid and must leave for two
weeks?

If our restaurant closed, if we accept
a job for lower wage, will I still be
able to qualify for unemployment to
help cover difference?

- How long do you have to work for a new employer to qualify for benefits? 30 days 60? 90?
- Work history for college students is short, is there anyway they can qualify for benefits without having a previous employer?

The Governor's mandated restrictions placed on Restaurants have caused a great deal of hardship and Employees have run out of Unemployment benefits.

Some have been granted 13 extra weeks; when that runs out will there be another round of extra benefits for employees that remain unemployed?

Will unemployment be extended
after the current 32 week period?

Additional Questions?