



APPEAL TRIBUNAL DECISION

Docket number: 22 0331 **Hearing date:** May 5, 2022

CLAIMANT APPEARANCES:

Angela Ferry

DETS APPEARANCES:

None

CASE HISTORY

The claimant timely appealed a March 22, 2022 determination which denied benefits under AS 23.20.378. The issue before the Appeal Tribunal is whether the claimant was available for work.

FINDINGS OF FACT

The claimant established a claim for unemployment insurance benefits effective January 2, 2022.

On February 11, 2022, the Division mailed a notice to the claimant's address of record, notifying the claimant that she was required to participate in reemployment services. The notice advised the claimant to schedule and attend an in-person reemployment eligibility assessment interview and complete any assigned activities by March 4, 2022, or benefits would be denied.

The claimant received the notice during the week ending February 19, 2022 and followed the instructions provided to schedule her RESEA appointment for Tuesday, February 22, 2022.

On February 22, 2022, as she was driving to her in-person RESEA appointment, the claimant encountered hazardous road conditions and her vehicle slid into the ditch. She immediately looked for any contact information for the representative at the Job Center who would be conducting the RESEA interview to let them know what had happened. There was no direct contact information. The claimant then called both the Job Center and the unemployment insurance claim center in an effort to provide information and reschedule her appointment; she was unable to get through to the claim center due to the lengthy hold times.

In the days that followed, the claimant called the Job Center multiple times and left her contact information; she did not receive a call back. Eventually, the claimant was able to reach a Job Center representative who then scheduled her for the first available RESEA appointment, which was March 21, 2022.

PROVISIONS OF LAW

AS 23.20.378 provides:

- (a) An insured worker is entitled to receive waiting-week credit or benefits for a week of unemployment if for that week the insured worker is able to work and available for suitable work....

8 AAC 85.350:

- (a) A claimant is considered able to work if the claimant is physically and mentally capable of performing work under the usual conditions of employment in the claimant's principal occupation or other occupations for which the claimant is reasonably fitted by training and experience.
- (b) A claimant is considered available for suitable work for a week if the claimant
 - (1) registers for work as required under 8 AAC 85.351;
 - (2) makes independent efforts to find work as directed under 8 AAC 85.352 and 8 AAC 85.355;
 - (3) meets the requirements of 8 AAC 85.353 during periods of travel;
 - (4) meets the requirements of 8 AAC 85.356 while in training;
 - (5) is willing to accept and perform suitable work which the claimant does not have good cause to refuse;
 - (6) is available, for at least five working days in the week, to respond promptly to an offer of suitable work; and
 - (7) is available for a substantial amount of full-time employment.

8 AAC 85.355:

The director may review a claimant's registration for work and availability for work at any time during the benefit year. As part of the review, the director shall consider the claimant's training, experience, length of unemployment, plan for obtaining work, barriers to reemployment, and work prospects. On the basis of the review, the director may assign to the claimant new suitable occupation codes, change the claimant's

registration for work, assign the claimant to reemployment services or instruct the claimant to make independent attempts to find work that are appropriate for the occupation and labor market. If the claimant fails without good cause to participate in the review, participate in reemployment services as directed by the director, or follow instructions of the division to help the claimant find suitable work, the director shall determine the claimant was not available for work.

8 AAC 85.357 provides:

- (a) A claimant is not available for work for any week in which the claimant fails to participate in reemployment services if the claimant has been determined by the director likely to exhaust regular benefits and need reemployment services, unless the claimant has
 - (1) completed the reemployment services; or
 - (2) has good cause under (b) of this section for failure to participate in the reemployment services.

- (b) The director shall find that a claimant has good cause for failure to participate in reemployment services or related services under (a) of this section if the cause would lead a reasonable and prudent person not to participate in those services and the claimant took the actions that a reasonable and prudent person would take in order to participate. A claimant no longer has good cause when the cause preventing participation ends. Good cause includes
 - (1) circumstances beyond the claimant's control;
 - (2) circumstances that waive the availability for work requirement in AS 23.20.378;
 - (3) attendance at training approved under AS 23.20.382 and 8 AAC 85.200; and
 - (4) referral to reemployment services that the director determines was made incorrectly.

CONCLUSION

Regulation 8 AAC 85.357(b)(1), above, holds that a claimant is not available for work in any week in which the claimant fails to participate in reemployment services, unless the failure to participate is caused by circumstances beyond the claimant's control.

The claimant in this case followed the instructions mailed to her by the Division and scheduled her appointment for RESEA services well ahead of the deadline, making every effort to comply with requirements. On the way to her RESEA interview appointment, the claimant's vehicle slid into a ditch and she was unable to attend the appointment or reach a Job Center representative to reschedule the appointment for later that week.

The circumstances surrounding the events of February 22, 2022 were beyond the claimant's control. Therefore, benefits are payable for the weeks under review.

DECISION

The determination issued on March 22, 2022 is **REVERSED**. Benefits are **ALLOWED** for the weeks ending March 5, 2022 through March 19, 2022, if the claimant is otherwise eligible.

APPEAL RIGHTS

This decision is final unless an appeal is filed in writing to the Commissioner of Labor and Workforce Development **within 30 days** after the decision is mailed to each party. The appeal period may be extended only if the appeal is delayed for circumstances beyond the party's control. A statement of rights and procedures is enclosed.

Dated and mailed on May 6, 2022.

Solara Ames

Solara Ames, Appeals Officer