

**EMPLOYMENT APPEALS BOARD DECISION**  
**2021-EAB-0129**

*Affirmed*  
*Late Request for Hearing Dismissed*

**PROCEDURAL HISTORY:** On October 13, 2020, the Oregon Employment Department (the Department) served notice of an administrative decision concluding that claimant was not available for work from September 20 through October 10, 2020 and was denied benefits for that period and until the reason for the denial had ended (decision # 84700). On November 2, 2020, decision # 84700 became final without claimant having filed a timely request for hearing.

On January 13, 2021, claimant filed a late request for hearing. ALJ Kangas reviewed claimant's request, and on January 28, 2021 issued Order No. 21-UI-159940, dismissing the request as late without a showing of good cause, subject to claimant's right to renew the request by responding to an appellant questionnaire by February 11, 2021. On February 17, 2021, claimant filed a late response to the appellant questionnaire and a timely application for review of Order No. 21-UI-159940 with the Employment Appeals Board (EAB).

On February 24, 2021, ALJ Kangas mailed a letter to claimant stating that because their questionnaire response was late, it would not be considered, another order would not be issued, and that Order No. 21-UI-159940 remained in effect. This matter is before EAB based upon claimant's timely application for review of Order No. 21-UI-159940.

**EVIDENTIARY MATTER:** EAB has considered additional evidence when reaching this decision under OAR 471-041-0090(1) (May 13, 2019). The additional evidence is claimant's late response to the appellant questionnaire, which has been marked as EAB Exhibit 1, and a copy provided to the parties with this decision. Any party that objects to our admitting EAB Exhibit 1 must submit such objection to this office in writing, setting forth the basis of the objection in writing, within ten days of our mailing this decision. OAR 471-041-0090(2). Unless such objection is received and sustained, EAB Exhibit 1 will remain in the record.

**FINDINGS OF FACT:** (1) On October 13, 2020, the Department mailed decision # 84700 to claimant's address of record on file with the Department. Decision # 84700 stated, in relevant part, "You have the right to appeal this decision if you do not believe it is correct. Your request for appeal must be

received no later than November 2, 2020.” Exhibit 1 at 2. Decision # 84700 also stated “If you do not understand this decision, contact the Unemployment Insurance Center above immediately.” Decision # 84700 provided a mailing address, three telephone numbers and a fax number for use in contacting the Department. Exhibit 1 at 1.

(2) On January 13, 2021, claimant discussed their claim with a Department representative and requested a hearing on decision # 84700. Exhibit 2 at 2.

(3) Claimant admitted in their questionnaire response that to meet the deadline for timely requesting a hearing they “could have paid better attention to [their] mail and also dug a little deeper to find out what the actual status of [their] claim was.” EAB Exhibit 1 at 3. They also explained that they did not file their hearing request before the deadline because they were “not entirely aware” of the denial, and before they spoke to a Department representative, they were “under the impression that part of [their] claim was still being reviewed.” EAB Exhibit 1 at 3.

**CONCLUSIONS AND REASONS:** Claimant’s late request for hearing on decision # 84700 is dismissed.

ORS 657.269 provides that the Department’s decisions become final unless a party files a request for hearing within 20 days after the date the decision is mailed. ORS 657.875 provides that the 20-day deadline may be extended a “reasonable time” upon a showing of “good cause.” OAR 471-040-0010 (February 10, 2012) provides that “good cause” includes factors beyond an applicant’s reasonable control or an excusable mistake, and defines “reasonable time” as seven days after those factors ceased to exist. OAR 471-040-0010(1)(b)(B) also provides that good cause does not include not understanding the implications of a decision or notice when it is received.

The Department mailed decision # 84700 to claimant at their address of record on October 13, 2020. The 20-day deadline for claimant to file a timely request for hearing was November 2, 2020. Claimant did not file their request for hearing until January 13, 2021. Accordingly, claimant’s hearing request was late.

Claimant did not establish that factors beyond their reasonable control prevented them from filing a timely hearing request. Although the exact date on which claimant received decision # 84700 at their address of record is unknown, nothing in claimant’s late request for hearing or late questionnaire response indicate any irregularity with respect to claimant’s receipt of decision # 84700 by mail. Under ORS 40.135(1)(q), a letter duly directed and mailed is presumed to be received in the regular course of the mail, and claimant did not describe any circumstances suggesting that they did not receive decision # 84700 or that they did not receive it until after the November 2, 2020 deadline to request a hearing. To the contrary, when claimant was asked in the appellant questionnaire whether there was anything they could have done to meet the deadline, they explained that they “could have paid better attention to [their] mail and also dug a little deeper to find out what the actual status of [their] claim was.” EAB Exhibit 1 at 3. The record fails to show that it was beyond claimant’s reasonable control to pay better attention to their mail, carefully read decision # 84700 and contact the Department before the November 2, 2020 to timely request a hearing.

To any extent claimant's failure to file a timely hearing request was the result of a mistake on claimant's part, it was not an "excusable mistake" within the meaning of the administrative rules. The record does not, for example, raise a due process issue, and fails to show that any mistake was the result of inadequate notice, reasonable reliance on another, or the inability to follow directions despite substantial efforts to comply.

Because claimant failed to show that factors beyond their reasonable control or an excusable mistake prevented them from filing a hearing request by the November 2, 2020 deadline, claimant failed to establish good cause to extend the filing deadline beyond that date. Accordingly, claimant's late request for hearing on decision # 84700 is dismissed.

**DECISION:** Order No. 21-UI-159940 is affirmed.

S. Alba and D. P. Hettle.

**DATE of Service:** March 2, 2021

**NOTE:** This decision dismisses your late request for hearing on a denial of your Unemployment Insurance (UI) benefits.

However, you may be eligible for Pandemic Unemployment Assistance (PUA) benefits for the period you are not eligible for other benefits as long as you are unable to work, unavailable for work, or unemployed due to the COVID-19 public health emergency. PUA is a new unemployment benefits program available through the Oregon Employment Department in response to the COVID-19 pandemic.

Visit <https://unemployment.oregon.gov> for more information, to apply for PUA, or to contact the Oregon Employment Department using the "Contact Us" form. You can also apply for PUA by calling 1-833-410-1004, but please be aware that the PUA staff cannot answer questions about this decision that denies payment of regular Unemployment Insurance (UI) benefits.

**NOTE:** You may appeal this decision by filing a Petition for Judicial Review with the Oregon Court of Appeals within 30 days of the date of service listed above. *See* ORS 657.282. For forms and information, you may write to the Oregon Court of Appeals, Records Section, 1163 State Street, Salem, Oregon 97310 or visit the Court of Appeals website at [courts.oregon.gov](https://courts.oregon.gov). Once on the website, use the 'search' function to search for 'petition for judicial review employment appeals board'. A link to the forms and information will be among the search results.

**Please help us improve our service by completing an online customer service survey.** To complete the survey, please go to <https://www.surveygizmo.com/s3/5552642/EAB-Customer-Service-Survey>. You can access the survey using a computer, tablet, or smartphone. If you are unable to complete the survey online and need a paper copy of the survey, please contact our office.



# Understanding Your Employment Appeals Board Decision

## English

Attention – This decision affects your unemployment benefits. If you do not understand this decision, contact the Employment Appeals Board immediately. If you do not agree with this decision, you may file a Petition for Judicial Review with the Oregon Court of Appeals following the instructions written at the end of the decision.

## Simplified Chinese

注意 – 本判決會影響您的失業救濟金。如果您不明白本判決，請立即聯繫就業上訴委員會。如果您不同意此判決，您可以按照該判決結尾所寫的說明，向俄勒岡州上訴法院提出司法複審申請。

## Traditional Chinese

注意 – 本判決會影響您的失業救濟金。如果您不明白本判決，請立即聯繫就業上訴委員會。如果您不同意此判決，您可以按照該判決結尾所寫的說明，向俄勒岡州上訴法院提出司法複審申請。

## Tagalog

Paalala – Nakakaapekto ang desisyong ito sa iyong mga benepisyo sa pagkawala ng trabaho. Kung hindi mo naiintindihan ang desisyong ito, makipag-ugnayan kaagad sa Lupon ng mga Apela sa Trabaho (Employment Appeals Board). Kung hindi ka sumasang-ayon sa desisyong ito, maaari kang maghain ng isang Petisyon sa Pagsusuri ng Hukuman (Petition for Judicial Review) sa Hukuman sa Paghahabol (Court of Appeals) ng Oregon na sinusunod ang mga tagubilin na nakasulat sa dulo ng desisyon.

## Vietnamese

Chú ý - Quyết định này ảnh hưởng đến trợ cấp thất nghiệp của quý vị. Nếu quý vị không hiểu quyết định này, hãy liên lạc với Ban Kháng Cáo Việc Làm ngay lập tức. Nếu quý vị không đồng ý với quyết định này, quý vị có thể nộp Đơn Xin Tái Xét Tư Pháp với Tòa Kháng Cáo Oregon theo các hướng dẫn được viết ra ở cuối quyết định này.

## Spanish

Atención – Esta decisión afecta sus beneficios de desempleo. Si no entiende esta decisión, comuníquese inmediatamente con la Junta de Apelaciones de Empleo. Si no está de acuerdo con esta decisión, puede presentar una Aplicación de Revisión Judicial ante el Tribunal de Apelaciones de Oregon siguiendo las instrucciones escritas al final de la decisión.

## Russian

Внимание – Данное решение влияет на ваше пособие по безработице. Если решение Вам непонятно – немедленно обратитесь в Апелляционный Комитет по Трудоустройству. Если Вы не согласны с принятым решением, вы можете подать Ходатайство о Пересмотре Судебного Решения в Апелляционный Суд штата Орегон, следуя инструкциям, описанным в конце решения.

**Khmer**

ចំណុចសំខាន់ – សេចក្តីសម្រេចនេះមានផលប៉ះពាល់ដល់អត្ថប្រយោជន៍គ្មានការងារធ្វើរបស់លោកអ្នក។ ប្រសិនបើលោកអ្នកមិនយល់អំពីសេចក្តីសម្រេចនេះ សូមទាក់ទងគណៈកម្មការឧទ្ធរណ៍ការងារភ្លាមៗ។ ប្រសិនបើលោកអ្នកមិនយល់ស្របចំពោះសេចក្តីសម្រេចនេះទេ លោកអ្នកអាចដាក់ពាក្យប្តឹងសុំឲ្យមានការពិនិត្យរឿងក្តីឡើងវិញជាមួយតុលាការឧទ្ធរណ៍រដ្ឋ Oregon ដោយអនុវត្តតាមសេចក្តីណែនាំដែលសរសេរនៅខាងចុងបញ្ចប់នៃសេចក្តីសម្រេចនេះ។

**Laotian**

ເອົາໃຈໃສ່ – ຄຳຕັດສິນນີ້ມີຜົນກະທົບຕໍ່ກັບເງິນຊ່ວຍເຫຼືອການຫວ່າງງານຂອງທ່ານ. ຖ້າທ່ານບໍ່ເຂົ້າໃຈຄຳຕັດສິນນີ້, ກະລຸນາຕິດຕໍ່ຫາຄະນະກຳມະການອຸທອນການຈ້າງງານໃນທັນທີ. ຖ້າທ່ານບໍ່ເຫັນດີນຳຄຳຕັດສິນນີ້, ທ່ານສາມາດຍື່ນຄຳຮ້ອງຂໍການທົບທວນຄຳຕັດສິນນຳສານອຸທອນລັດ Oregon ໄດ້ ໂດຍປະຕິບັດຕາມຄຳແນະນຳທີ່ບອກໄວ້ຢູ່ຕອນທ້າຍຂອງຄຳຕັດສິນນີ້.

**Arabic**

هذا القرار قد يؤثر على منحة البطالة الخاصة بك، إذا لم تفهم هذا القرار، إتصل بمجلس منازعات العمل فوراً، و إذا كنت لا توافق على هذا القرار، يمكنك رفع شكوى للمراجعة القانونية بمحكمة الاستئناف بأوريغون و ذلك بإتباع الإرشادات المدرجة أسفل القرار.

**Farsi**

توجه - این حکم بر مزایای بیکاری شما تاثیر می گذارد. اگر با این تصمیم موافق نیستید، بلافاصله با هیأت فرجام خواهی استخدام تماس بگیرید. اگر از این حکم رضایت ندارید، می‌توانید با استفاده از دستور العمل موجود در پایان آن، از دادگاه تجدید نظر اورگان درخواست تجدید نظر کنید.

**Employment Appeals Board - 875 Union Street NE | Salem, OR 97311**  
 Phone: (503) 378-2077 | 1-800-734-6949 | Fax: (503) 378-2129 | TDD: 711  
[www.Oregon.gov/Employ/eab](http://www.Oregon.gov/Employ/eab)

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