

**EMPLOYMENT APPEALS BOARD DECISION**  
**2025-EAB-0218**

*Affirmed*  
*Ineligible Weeks 07-25 through 11-25*

**PROCEDURAL HISTORY:** On February 19, 2025, the Oregon Employment Department (the Department) served notice of an administrative decision concluding that claimant had failed to register for work in accordance with the Department's rules and was therefore ineligible to receive unemployment insurance benefits for the week of February 9, 2025, through February 15, 2025 (week 07-25) and until the reason for the denial ended (decision # L0009484757). Claimant filed a timely request for hearing. On March 19, 2025, ALJ Strauch conducted a hearing at which the Department failed to appear, and on March 26, 2025, issued Order No. 25-UI-287370, modifying decision # L0009484757 by concluding that claimant failed to register for work and was ineligible to receive benefits from February 9, 2025, through March 15, 2025 (weeks 07-25 through 11-25).<sup>1</sup> On April 11, 2025, claimant filed an application for review with the Employment Appeals Board (EAB).

**EVIDENTIARY MATTER:** EAB has considered additional evidence when reaching this decision under OAR 471-041-0090(1) (May 13, 2019). The additional evidence is the January 28, 2025, letter directing claimant to register for work, has been marked as EAB Exhibit 1, and provided to the parties with this decision. Any party that objects to EAB taking notice of this information must send their objection to EAB in writing, saying why they object, within ten days of EAB mailing this decision. OAR 471-041-0090(2). Unless EAB receives and agrees with the objection, the exhibits will remain in the record.

**FINDINGS OF FACT:** (1) On January 16, 2025, claimant filed an initial claim for unemployment insurance benefits that the Department determined was monetarily valid. Claimant thereafter filed weekly claims for benefits for the weeks of February 9, 2025, through March 15, 2025 (weeks 07-25 through 11-25). These are the weeks at issue. The Department did not pay claimant benefits for the weeks at issue.

<sup>1</sup> Although Order No. 25-UI-289281 stated it affirmed decision # L0009444455, it modified that decision by changing the period of ineligibility to weeks 07-25 through 11-25. Order No. 25-UI-289281 at 5.

(2) On January 28, 2025, the Department sent claimant a letter through Frances Online stating that he was required to complete certain tasks, including registering for work in iMatchSkills and attending an orientation at his local WorkSource office. EAB Exhibit 1 at 1. The letter gave a deadline of February 10, 2025, to complete these tasks. EAB Exhibit 1 at 2.

(3) Claimant read the first page of the letter on the day it was sent, but did not look at the second page of the letter that stated the deadline to complete the registration tasks was February 10, 2025. Claimant was therefore unaware that there was a specific deadline for completing the tasks.

(4) Within a few days of receiving the letter, claimant began his iMatchSkills registration but did not complete it, though he believed at the time that it was completed. Claimant did not complete the iMatchSkills registration or schedule an orientation by the February 10, 2025, deadline.

(5) On February 19, 2025, claimant received decision # L0009484757, concluding that he was ineligible to receive benefits because he failed to complete registration requirements by the deadline stated in the January 28, 2025, letter. Claimant completed the iMatchSkills registration by February 20, 2025.

(6) As of the March 19, 2025, hearing date, claimant had not attended the orientation for various reasons, including issues related to his own health and the health of a family member.

**CONCLUSIONS AND REASONS:** Claimant failed to register for work in accordance with the Department's rules.

ORS 657.155(1)(a) states that an individual shall only be eligible to receive benefits with respect to any week if "[t]he individual has registered for work at and thereafter has continued to report at an employment office in accordance with" the Department's rules. ORS 657.159 states that to satisfy the registration requirement of ORS 657.155(1) an individual shall submit such information regarding the individual's job qualifications, training and experience as the Department requests.

OAR 471-030-0035 (January 11, 2018) provides, in part:

(1) A claimant may fulfill the "registered for work" requirements of ORS 657.155(1)(a) by completion of such processes as directed by the Director in order to create a full registration for work.

(2) "Full registration for work" as used in this rule, means providing information regarding the individual's job qualifications, skills, training and experience as the Director or an authorized representative of the Director deems necessary to carry out job placement services for the individual.

\* \* \*

On January 28, 2025, the Department sent a two-page letter to claimant through Frances Online which directed him to complete an iMatchSkills registration and attend an orientation at his local WorkSource office. The second page of the letter stated, "You must complete your registration and orientation no later than February 10, 2025. Your benefits will be denied if you don't complete the above steps by the

due date.” EAB Exhibit 1 at 2. Claimant testified that he read the first page of the letter on the day it was sent, but “did not see a deadline for the orientation” so he thought he “had a little bit of time” before he had to complete that. Audio Record at 15:00. Claimant was then asked if he had seen page two of the letter, and he testified, “Oh. I did not look at the second page. I only looked at the first page.” Audio Record at 15:45. Claimant did not explain why he failed to read the second page of the letter. Claimant further testified that he completed the iMatchSkills registration by the day after he received decision # L0009484757 (February 20, 2025), and as of the date of the hearing, he had not attended the orientation due to various health problems he and his mother experienced. Audio Record at 16:46 to 20:30.

The letter’s directive to claimant to complete iMatchSkills registration and report for an orientation comported with the Department’s authority under ORS 657.155(1)(a) and OAR 471-030-0035. Claimant was therefore required to complete both tasks prior to February 10, 2025, as a condition of eligibility to receive benefits for the weeks at issue. Claimant failed to complete the requirements by the deadline, at least in part, because he failed to read the second page of the letter which stated the deadline. The Department provided notice of what claimant was required to do and when he was required to do it, such that claimant’s right to due process was satisfied. Therefore, that claimant was unaware of the deadline under these circumstances does not excuse his failure to timely comply with the letter’s directive. Moreover, the statute and rule contain no “good cause” exception for failure to timely complete registration requirements, and therefore he is ineligible for benefits even if his or a family member’s health problems delayed his attendance at the orientation.

For these reasons, claimant failed to register for work in accordance with the Department’s rules during the weeks of February 9, 2025, through March 15, 2025 (weeks 07-25 through 11-25), and is ineligible to receive unemployment benefits for those weeks.

**DECISION:** Order No. 25-UI-287370 is affirmed.

S. Serres and A. Steger-Bentz;  
D. Hettle, not participating.

**DATE of Service:** May 15, 2025

**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 stated above.** See ORS 657.282. For forms and information, visit <https://www.courts.oregon.gov/courts/appellate/forms/Pages/appeal.aspx> and choose the appropriate form under “File a Petition for Judicial Review.” You may also contact the Court of Appeals by telephone at (503) 986-5555, by fax at (503) 986-5560, or by mail at 1163 State Street, Salem, Oregon 97301.

**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>. If you are unable to complete the survey online and wish to have 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 ໄດ້ໂດຍປະຕິບັດຕາມຄໍາແນະນຳທີ່ບອກໄວ້ຢູ່ຕອນທ້າຍຂອງຄໍາຕັດສິນນີ້.

## 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

Email: [appealsboard@employ.oregon.gov](mailto:appealsboard@employ.oregon.gov)

Website: [www.Oregon.gov/employ/pages/employment-appeals-board.aspx](http://www.Oregon.gov/employ/pages/employment-appeals-board.aspx)

The Oregon Employment Department is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Language assistance is available to persons with limited English proficiency at no cost.

El Departamento de Empleo de Oregon es un programa que respeta la igualdad de oportunidades. Disponemos de servicios o ayudas auxiliares, formatos alternos y asistencia de idiomas para personas con discapacidades o conocimiento limitado del inglés, a pedido y sin costo.