

**EMPLOYMENT APPEALS BOARD DECISION**  
**2025-EAB-0555**

*Order No. 25-UI-304411 Reversed ~ Eligible Based on Identity Verification*  
*Order No. 25-UI-304434 Affirmed ~ Ineligible Based on Work Registration*  
*Ineligible Weeks 34-24 through 46-24, 49-24 through 51-24, 01-25 through 02-25*

**PROCEDURAL HISTORY:** On September 10, 2024, 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 ineligible for benefits effective September 18, 2024 (decision # L0006072571). Also on September 10, 2024, the Department served notice of an administrative decision concluding that claimant had failed to provide information to verify her identity in accordance with the Department's rules and was ineligible for benefits effective September 1, 2024 (decision # L0006045395). Claimant filed a timely request for hearing on both decisions. On September 10, 2025, ALJ Hall conducted a hearing on both decisions. The Department provided a written statement called an Attestation in each matter instead of having a witness attend the hearing.

On September 19, 2025, ALJ Hall issued Orders No. 25-UI-304411 and 25-UI-304434, modifying decisions # L0006072571 and L0006045395 by concluding that claimant failed to register for work and failed to provide information to verify her identity, and was ineligible for benefits from September 8 through November 16, 2024, December 1, through 21, 2024, and December 29, 2024 through January 11, 2025 (weeks 34-24 through 46-24, 49-24 through 51-24, and 01-25 through 02-25) with respect to each matter.<sup>1</sup>

On September 23, 2025, claimant filed applications for review of Orders No. 25-UI-304411 and 25-UI-304434 with the Employment Appeals Board (EAB). EAB combined its review of Orders No. 25-UI-304411 and 25-UI-304434 under OAR 471-041-0095 (October 29, 2006). For case-tracking purposes, this decision is being issued in duplicate (EAB Decisions 2025-EAB-0554 and 2025-EAB-0555).

**WRITTEN ARGUMENT:** EAB considered claimant's written arguments when reaching this decision.

<sup>1</sup> Although Orders No. 25-UI-304411 and 25-UI-304434 stated that they affirmed decisions # L0006072571 and L0006045395, the orders modified those decisions by changing the ineligibility period in each to weeks 34-24 through 46-24, 49-24 through 51-24, and 01-25 through 02-25. Order No. 25-UI-304411 at 4; Order No. 25-UI-304434 at 4.

**FINDINGS OF FACT:** (1) On August 22, 2024, claimant visited the Corvallis WorkSource office (WSO) for assistance in filing a claim for unemployment insurance benefits. Claimant provided an identification card and her Social Security card to a WSO representative, who created a Frances Online account for claimant and then allowed her to use a computer. Claimant filed an initial claim for benefits on the same day her Frances Online account was created.<sup>2</sup> The Department determined that the claim was monetarily valid with an effective date of August 18, 2024. Claimant elected to receive correspondence regarding her claim through Frances Online rather than by mail.

(2) Claimant filed continuing claims for the weeks of September 8 through November 16, 2024, December 1 through 21, 2024, and December 29, 2024 through January 11, 2025 (weeks 34-24 through 46-24, 49-24 through 51-24, and 01-25 through 02-25). These are the weeks at issue. The Department did not pay claimant benefits for the weeks at issue.

(3) On August 25, 2024, the Department issued a letter, viewable to claimant in Frances Online, stating that in order to be eligible for benefits she must register for work in the iMatchSkills website and attend a welcome interview at a WSO. The letter also stated that claimant must verify her identity in person at a WSO. The letter gave a deadline for completing these tasks of September 6, 2024. Claimant viewed the letter in her account on August 26, 2024.

(4) After reading the letter, claimant believed she had satisfied the identity verification requirement by presenting two forms of identification at the Corvallis WSO on the day she filed her initial claim. Claimant did not understand the iMatchSkills and welcome interview requirements, and did not attempt to complete either of them.

(5) As of August 21, 2025, the date the attestations were prepared, the Department considered each of the requirements unfulfilled.

**CONCLUSIONS AND REASONS:** Claimant failed to register for work in accordance with the Department's rules during the weeks at issue. Claimant provided information to verify her identity in accordance with the Department's rules.

**Registration for Work.** ORS 657.155(1)(a) states that an unemployed individual is eligible to receive benefits only if the individual has registered for work and thereafter continued to report at an employment office in accordance with Department rules. ORS 657.159(1) 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 471-020-0020 (August 8, 2004) states in relevant part:

(1)(a) Except for individuals identified in OAR 471-020-0021, all unemployment insurance claimants shall submit such information as may be required by the Oregon

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<sup>2</sup> EAB has taken notice of this fact, which is contained in Employment Department records. OAR 471-041-0090(1) (May 13, 2019). Any party that objects to EAB taking notice of this information must send their objection to EAB in writing, stating 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 noticed fact will remain in the record.

Employment Department to carry out job placement services for the individual including, but not limited to, the individual's job qualifications, training and experience. Such information shall be entered into the Business & Employment Services online job match system concurrent with, or as soon as possible following, the filing of an initial claim for unemployment insurance benefits. Entry of this information shall constitute enrollment.

\* \* \*

OAR 471-030-0035 (January 11, 2018) states in relevant 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 August 25, 2024, the Department sent a letter to claimant stating, in part, that she was required to register for work in iMatchSkills and attend a welcome interview at a WSO by September 6, 2024. Department records show that claimant accessed the letter in Frances Online on August 26, 2024, and claimant did not rebut this evidence. When claimant was asked at hearing whether she received the letter, she testified, “It’s possible that I did receive that, but I was unsure of what it meant.” Audio Record at 16:55. Claimant explained that she was “very confused by it” and had gone to the Corvallis WSO because “they were asking for something that I did not understand what they needed.” Audio Record at 17:10. Claimant testified that she separated from work in mid-August 2024, and she went to the Corvallis WSO around that time. Audio Record at 27:13. However, claimant was asked, “What happened when you went into the [WSO] in Corvallis? Did you ask about the requirements noted in that letter?” and in response, claimant described showing her identification, being assisted in setting up her Frances Online account, then using a WSO computer. Audio Record at 17:18. Claimant further testified that aside from that WSO visit, she primarily communicated with the Department by telephone, and did not testify to having visited a WSO again. Audio Record at 18:13.

As claimant described registering for a Frances Online account and using a WSO computer during her only visit to a WSO, and according to Department records her Frances Online account was created and her initial claim filed on August 22, 2024, it stands to reason that she was mistaken about having gone there for assistance with the August 25, 2024 letter detailing work registration requirements, which had not yet been issued. Claimant did not explain at hearing what she found confusing about these requirements, and did not describe any efforts she made toward completing them. Claimant was asked at hearing if she recalled registering in iMatchSkills, and she responded, “That sounds familiar but I’m not sure if I did that or not.” Audio Record at 19:15. Claimant also denied discussing the iMatchSkills requirement during telephone calls with Department representatives, and testified that those conversations mostly concerned the hearing process. Audio Record at 20:51. Late in the hearing, when testifying again about the WSO representative reviewing her identification and creating her Frances

Online account, claimant suggested that the representative likely set up her iMatchSkills account at that time as well. Audio Record at 29:40. However, it appears this possibility first occurred to claimant at that point in the hearing and, more likely than not, did not influence her actions before or during the weeks at issue. Claimant had not created an iMatchSkills account as of August 21, 2025, according to Department records.

The letter sent to claimant describing the work registration requirements provided her with sufficient notice of what was required to maintain benefit eligibility, such that her right to due process was satisfied. Claimant did not complete, or attempt to complete, either of the two requirements by the September 6, 2024 deadline, or at any point thereafter. Accordingly, claimant failed to register for work in accordance with the Department's rules, and is ineligible for benefits on that basis for each of the weeks at issue.

**Identity Verification.** Under ORS 657.155(1)(b), in order to be eligible to receive benefits with respect to any week, an individual must make "a claim for benefits with respect to such week in accordance with ORS 657.260." ORS 657.260(1) provides that claims for benefits shall be filed in accordance with such regulations as the Department may prescribe. OAR 471-030-0025 (January 11, 2018) states:

- (1) With all claims, an individual shall furnish the Director with . . . information required for processing their claim. \* \* \*
- (2) The claimant is required to furnish such information required for processing their claim within the time frame provided by the Director or an authorized representative of the Employment Department. \* \* \*

The requirement that claimant provide information to verify her identity at a WSO by September 6, 2024 was stated in the letter made available to her in Frances Online on August 25, 2024. As previously discussed, claimant did not rebut the Department's assertion that she viewed the letter on August 26, 2024. For reasons discussed above, it is more likely than not that claimant's visit to the WSO to file her initial claim occurred on August 22, 2024, despite claimant's conflicting testimony regarding the date. Claimant testified that at that time she was required to present a photo ID and her Social Security card in order to create her Frances Online account, which she did, and was then permitted to use a WSO computer, and more likely than not used it to file her initial claim. Audio Record at 29:40. Claimant also testified that she was directed to make copies of the identification documents and send them via email, but did not explain where the copies were sent. Audio Record at 26:40. Based on this interaction at the WSO, claimant testified that when she read the August 25, 2024 letter, she "was under the assumption [she] had already done that," referring to fulfilling the identity verification requirement. Audio Record at 34:28. Claimant therefore took no further action to verify her identity.

The Department's attestation did not specifically rebut claimant's testimony regarding what occurred during the August 22, 2024 WSO visit, or explain why claimant presenting these two forms of identification to a WSO representative at the time her Frances Online account was created and initial claim filed would not have met the requirement stated in the August 25, 2024 letter. Accordingly, claimant has shown by a preponderance of the evidence that she provided information to verify her identity prior to September 6, 2024, and therefore did so in accordance with the Department's rules.

For these reasons, claimant is not ineligible for benefits based on the requirement to provide information to verify her identity in accordance with the Department's rules. However, claimant failed to register for work in accordance with the Department's rules, and is therefore ineligible for benefits for the weeks at issue.

**DECISION:** Order No. 25-UI-304411 is affirmed. Order No. 25-UI-304434 is set aside, as outlined above. The effect of this consolidated decision is that claimant is ineligible for benefits for the weeks at issue.

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

**DATE of Service: October 23, 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.

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# 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**

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