



UIMC Report

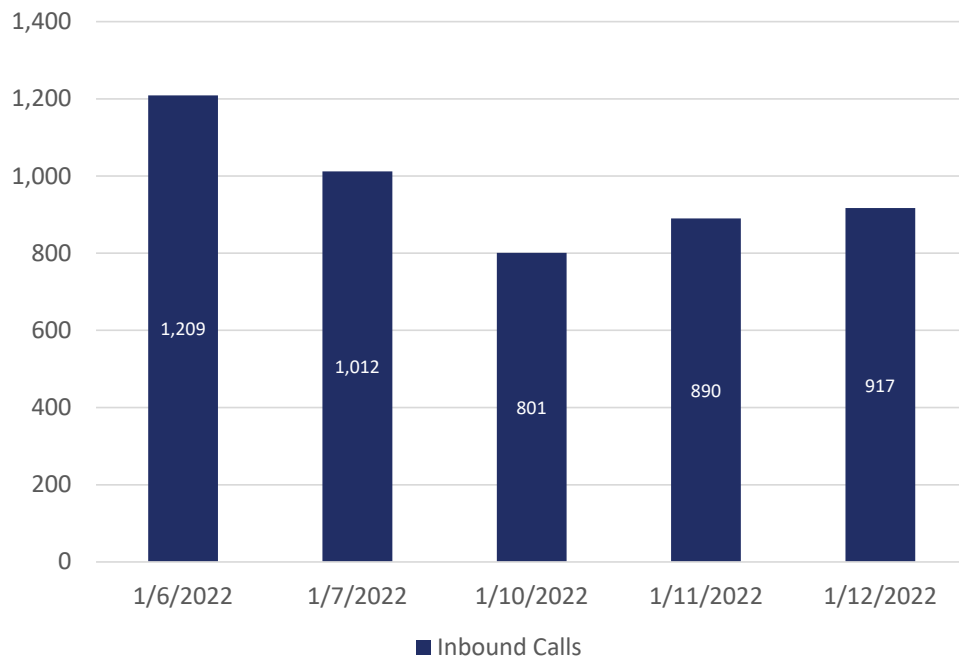
January 15, 2021

401 SW Topeka Blvd.
Topeka, KS 66603
Phone: (785) 296-0901
Fax: (785) 296-0753
KDOL.Communications@ks.gov
dol.ks.gov

Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume



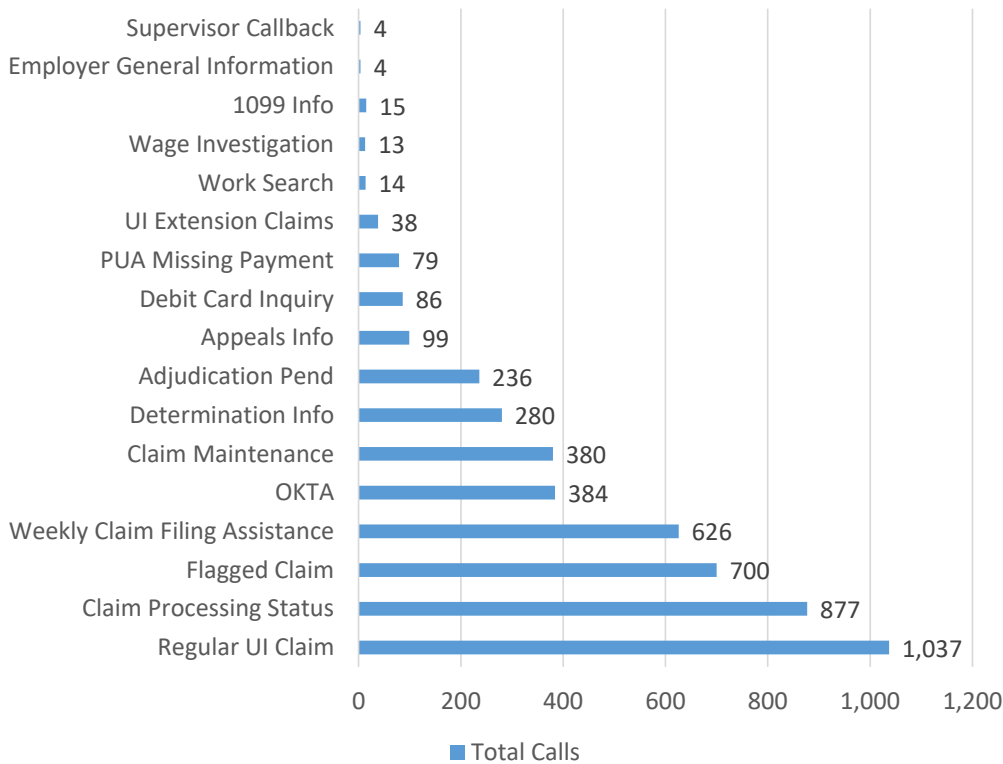
Call Metrics

	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
1/6/2021	4:27	72.8%	6.6%
1/7/2022	8:36	75.8%	9.6%
1/10/2022	11:52	72.5%	15.1%
1/11/2022	9:38	75.9%	13.0%
1/12/2022	8:36	--	13.2%

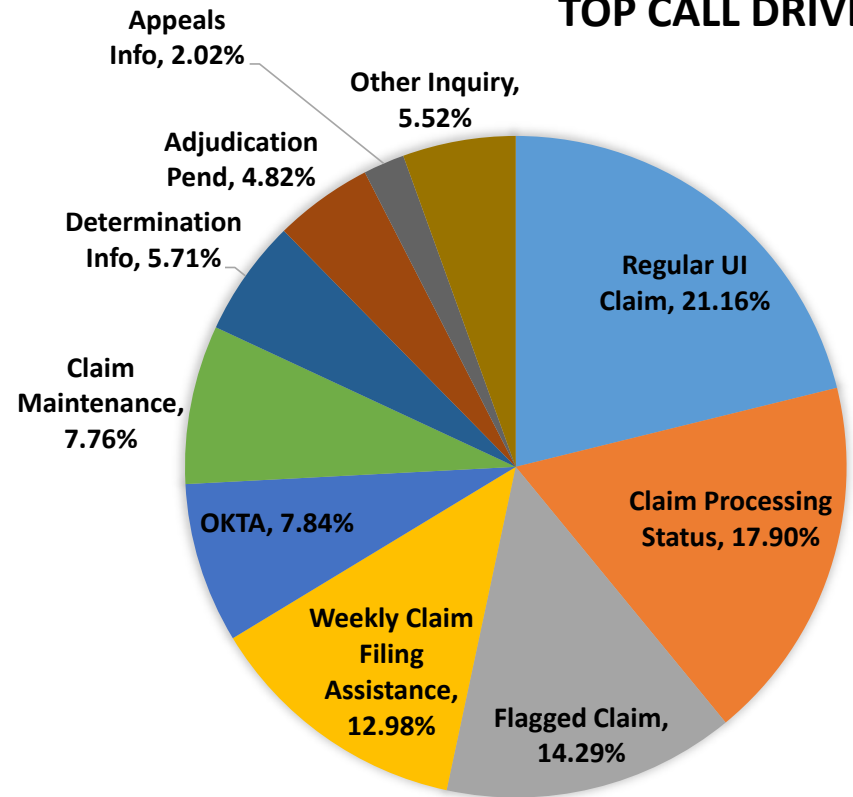
Call Drivers

Dec. 26, 2021 – Jan. 1, 2022

CALL DRIVERS



TOP CALL DRIVERS



Surge Capacity

KDOL

Call Center

38

Adjudications

21

Training & QA Team

5

Accenture

Claim Support

57

PUA Contact Center

12

Fraud Ops

22

As of Jan. 12, 2022.

Shared Work



As of Jan. 8, 2022.

**Some employers are enrolled in simultaneous Shared Work Programs.*

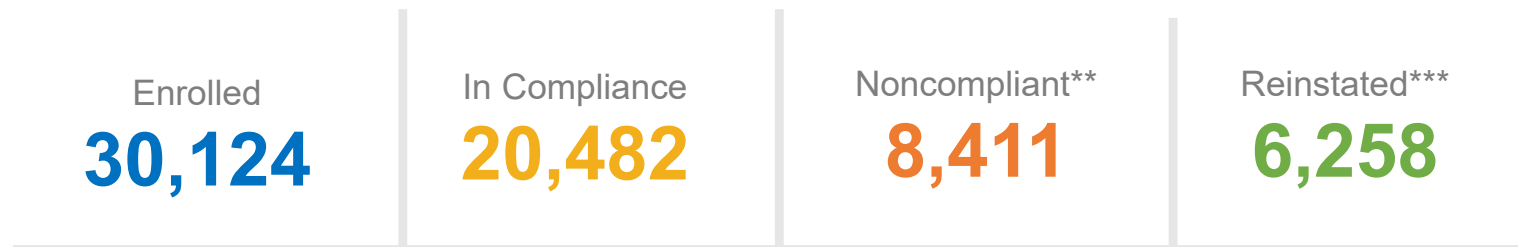
***This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

My Reemployment Plan

Active Claimants Enrolled*

5,188

Cumulative Totals



As of Jan. 7, 2022.

*Indicates claimants who applied for UI benefits for the week ending Sept. 18 and who have claimed at least three consecutive weeks of UI benefits

**These are claimants who have currently failed to meet MRP requirements. These claimants can be reinstated in the program in certain situations.

*** These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.

Kansas Department of Labor, Communications Division, 401 SW Topeka Blvd. Topeka, KS 66603 Phone: (785) 296-0901 Fax: (785) 296-0753 Email: KDOL.Communications@ks.gov Web: dol.ks.gov

Job Refusal Determinations

2022 Totals

Total Determinations

2

Total Claimants Denied
Benefits as Result of
Determination

2

Total Claimants Found to
Have Good Cause for Job
Refusal

0

As of Jan. 8, 2022.

2021 Totals

Total Determinations

531

Total Claimants Denied
Benefits as Result of
Determination

411

Total Claimants Found to
Have Good Cause for Job
Refusal

90

Fraud Case Status



Status breakdown from fraud cases received from Sept. 1, 2021 to Jan. 12, 2022.

**These investigations are primarily non-ID verification cases such as wage fraud investigations, fraudulent documentation investigations, and investigations into potential employer fraud.*