



# UIMC Report

March 15, 2022

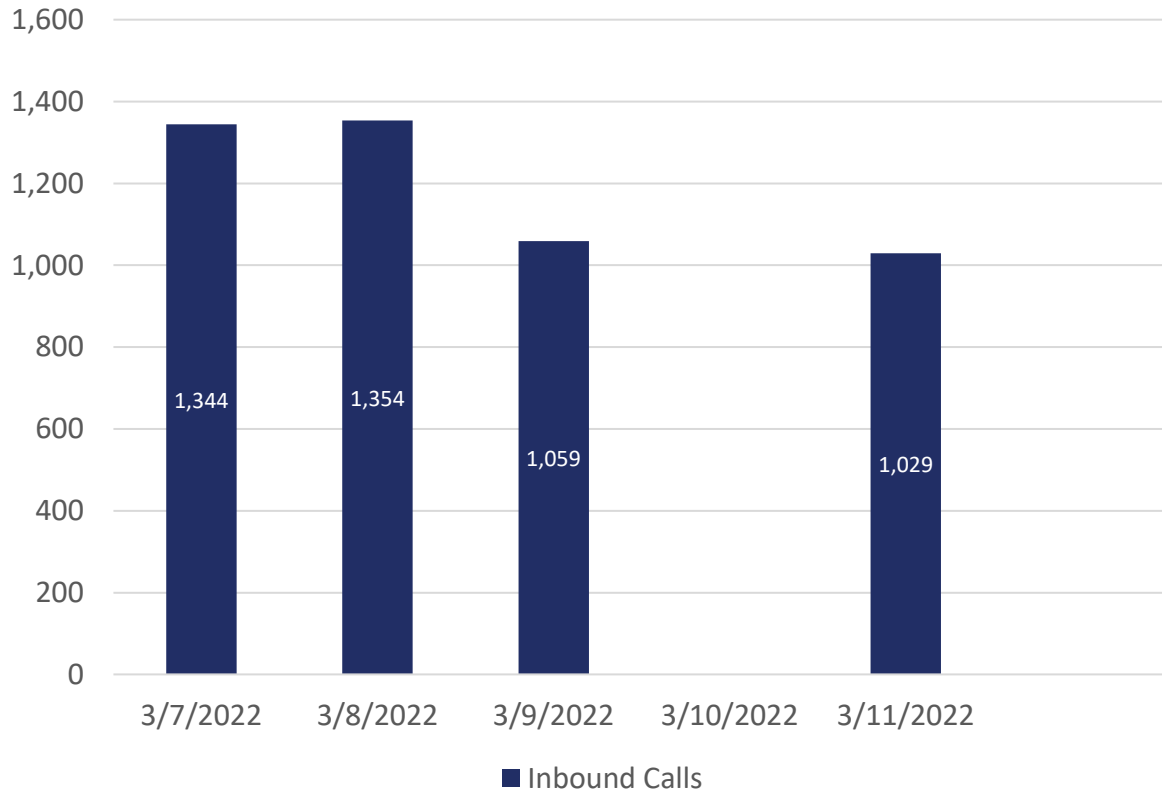
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401 SW Topeka Blvd.  
Topeka, KS 66603  
Phone: (785) 296-0901  
Fax: (785) 296-0753  
[KDOL.Communications@ks.gov](mailto:KDOL.Communications@ks.gov)  
[dol.ks.gov](http://dol.ks.gov)

Amber Shultz, Secretary  
Laura Kelly, Governor

# Call Center Performance Metrics

## Call Volume



*Reflects the number of calls answered through AWS.*

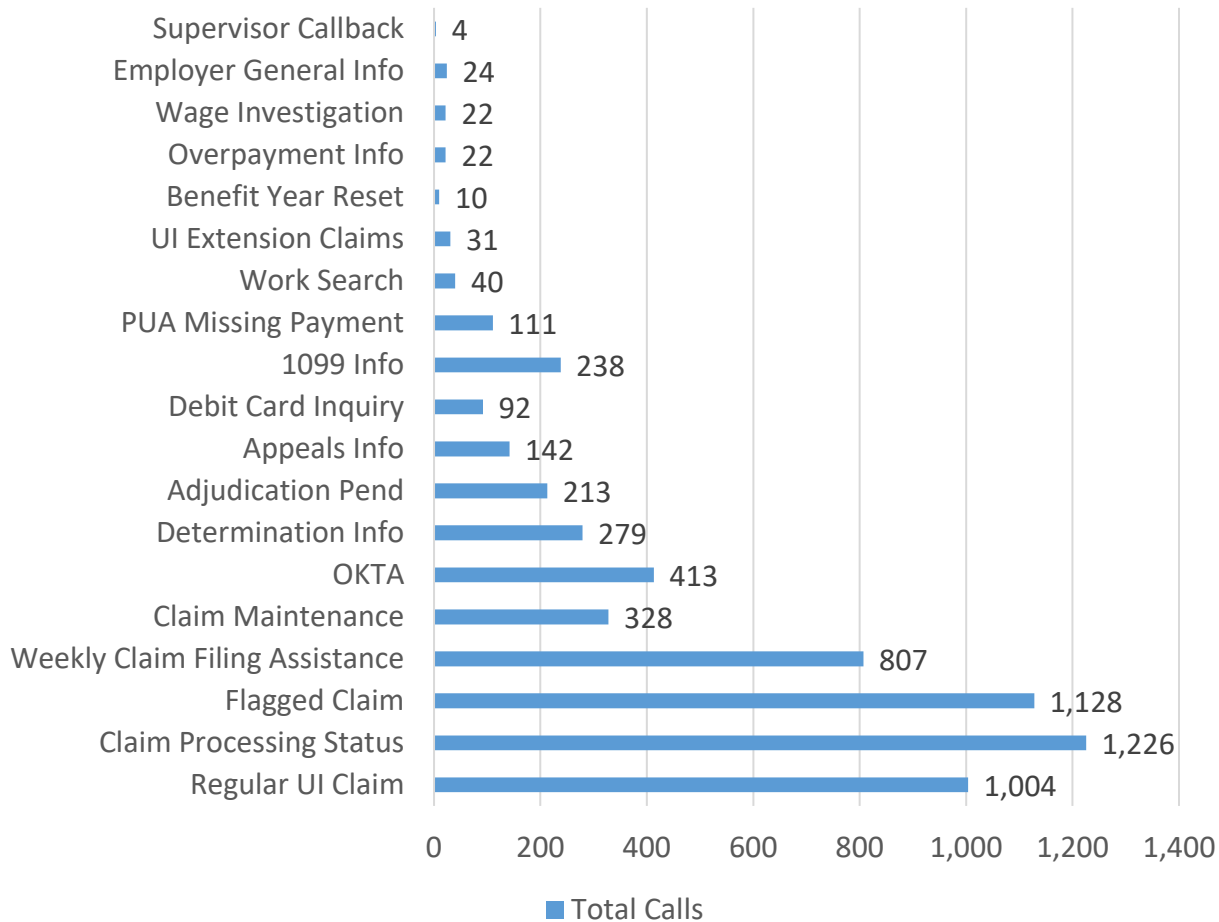
## Call Metrics

	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>3/7/2022</b>	7:51	61%	15.9%
<b>3/8/2022</b>	2:56	77%	8.9%
<b>3/9/2022</b>	2:31	80%	5.5%
<b>3/10/2022</b>			
<b>3/11/2022</b>	2:13	80%	6.2%

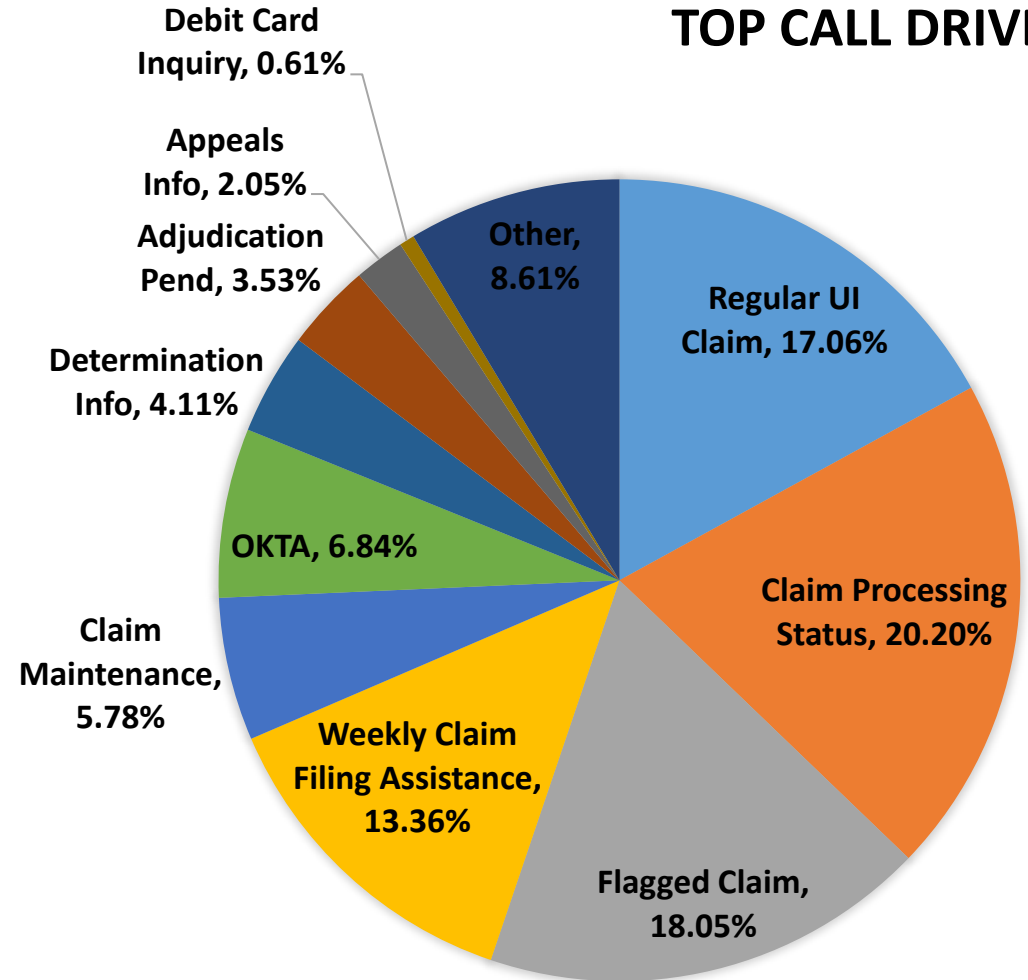
# Call Drivers

Feb. 28, 2022 – Mar. 15, 2022

## CALL DRIVERS



## TOP CALL DRIVERS



# Surge Capacity

<b>KDOL</b>	Call Center <b>38</b>	Adjudications <b>21</b>	Training & QA Team <b>5</b>
<b>Accenture</b>	Claim Support <b>77</b>	PUA Contact Center <b>10</b>	Fraud Ops <b>21</b>

*As of March 11, 2022.*

# Shared Work

Total Plans in Effect

**130**

Total Employers Enrolled\*

**105**

Total Employees\*\*

**4,464**

*As of March 15, 2022.*

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

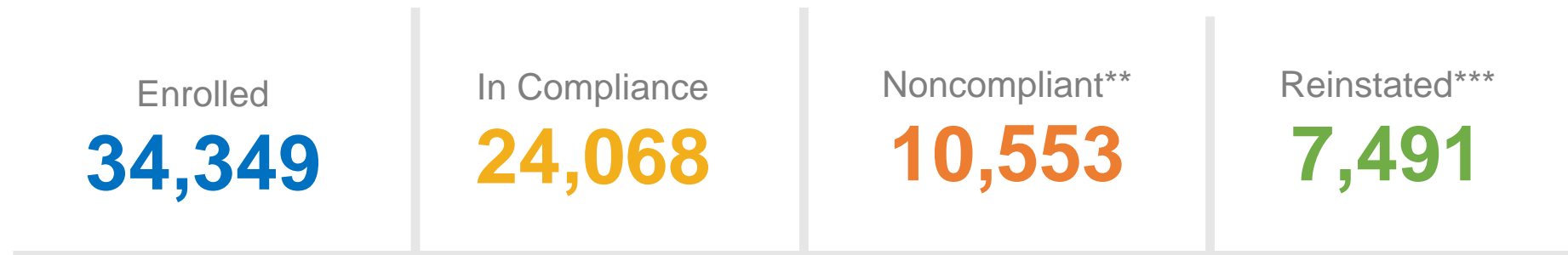
*\*\*This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

# My Reemployment Plan

Active Claimants Enrolled\*

**5,016**

## Cumulative Totals



As of March 11, 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.

# Job Refusal Determinations



As of March 15, 2022.

# Fraud Case Status

Under Investigation\*

**3,845**

Closed

**2,673**

Received

**23**

*Status breakdown from fraud cases received from Sept. 1, 2021 to March 11, 2022.*

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