



UIMC Report

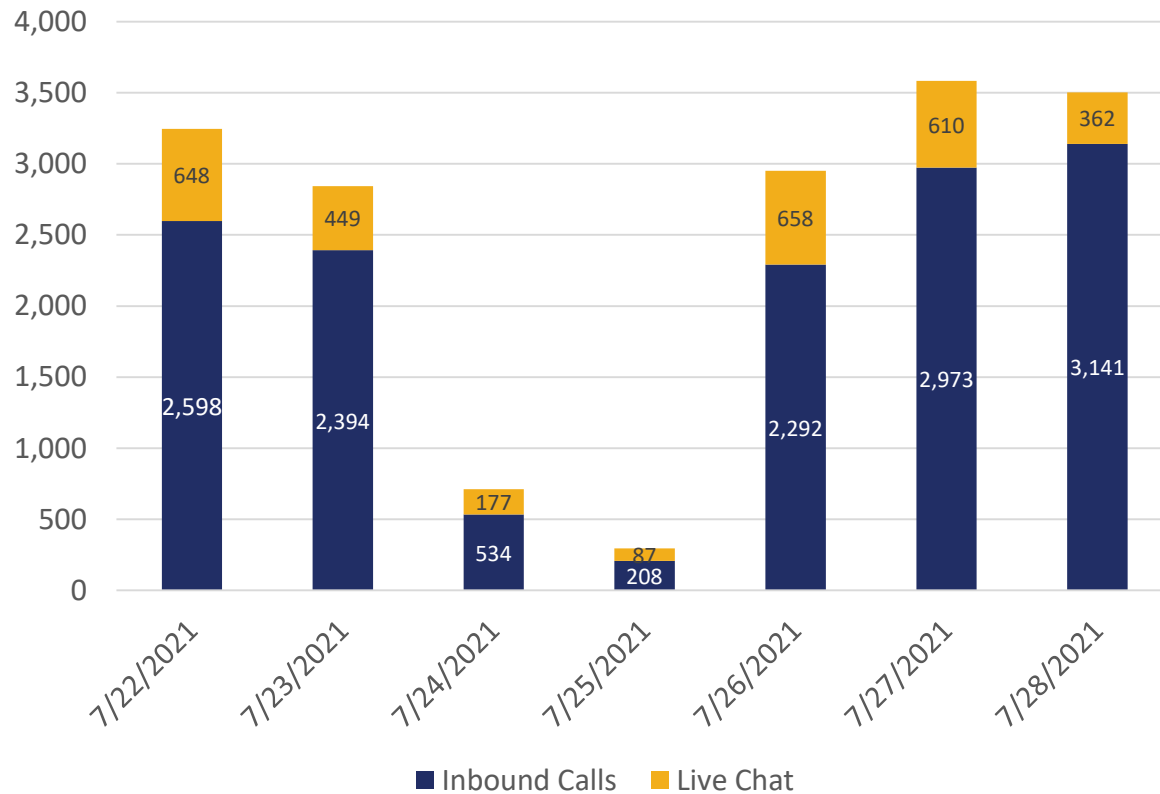
July 30, 2021

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 & Chat Volume



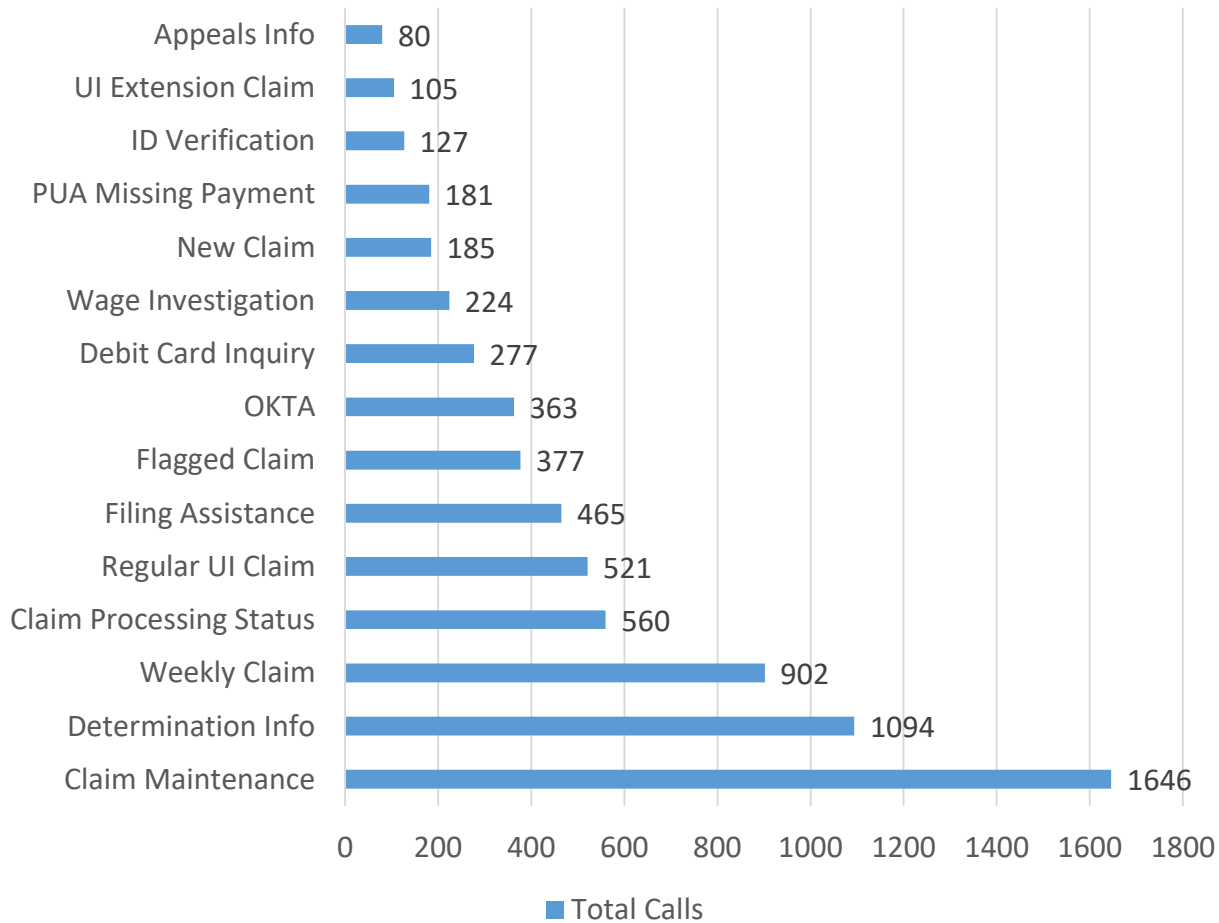
Call Metrics

	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
7/22/2021	5:47	65%	5.0%
7/23/2021	6:04	71%	6.4%
7/24/2021	3:44	54%	5.5%
7/25/2021	8:09	--	15.9%
7/26/2021	5:57	51%	6.1%
7/27/2021	5:19	67%	4.1%
7/28/2021	16:11	76%	3.4%

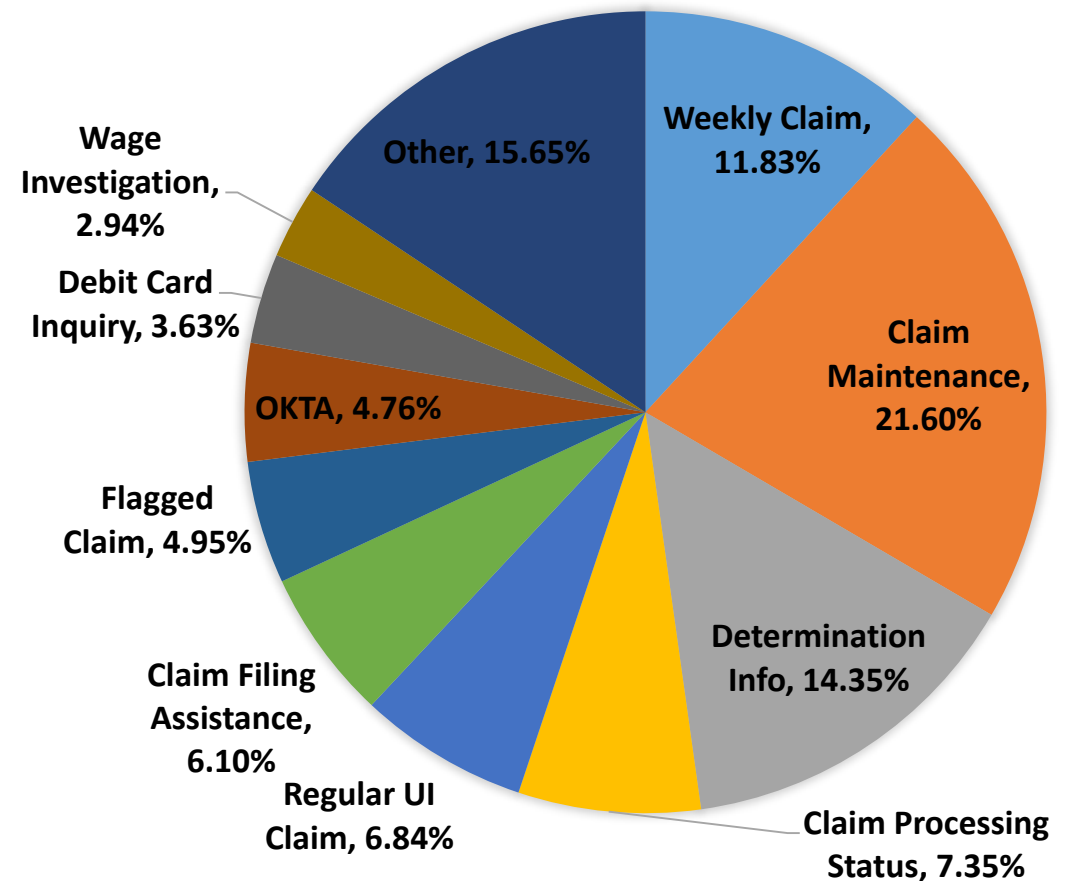
Weekly Call Drivers

July 18, 2021 through July 24, 2021

CALL DRIVERS



TOP CALL DRIVERS



Surge Capacity

KDOL

Call Center Personal

46

Adjudications

16

Training & QA Team

5

Accenture*

Claim Support

400

PUA Contact Center

81

Fraud

110

Adjudications

24

*As of July 21, 2021.

Shared Work

July 18, 2021 – July 10, 2021

Total Plans in Effect

162

Total Employers Enrolled*

128

Total Employees**

24,160

**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

Claimants Selected for MRP*

18,167

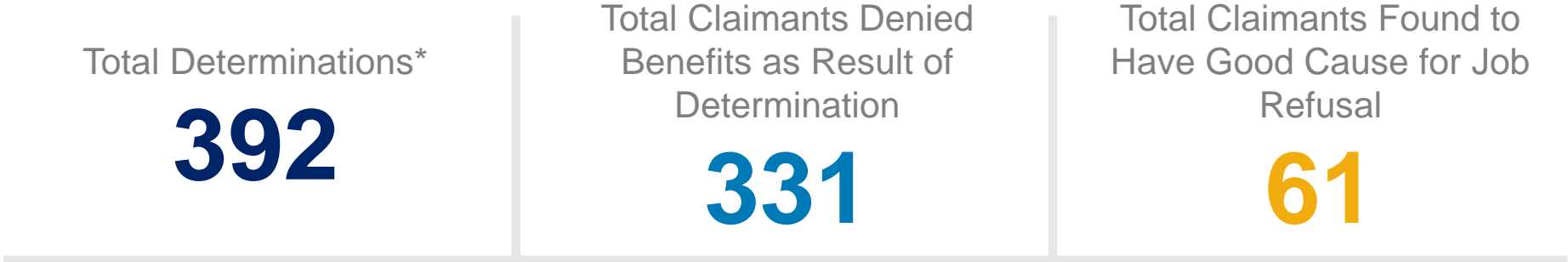
Total In Compliance**

6,927

**Accumulative total as of July 21, 2021.*

***As of July 16, 2021.*

Job Refusal Determinations



*As of July 27, 2021.