



UIMC Report

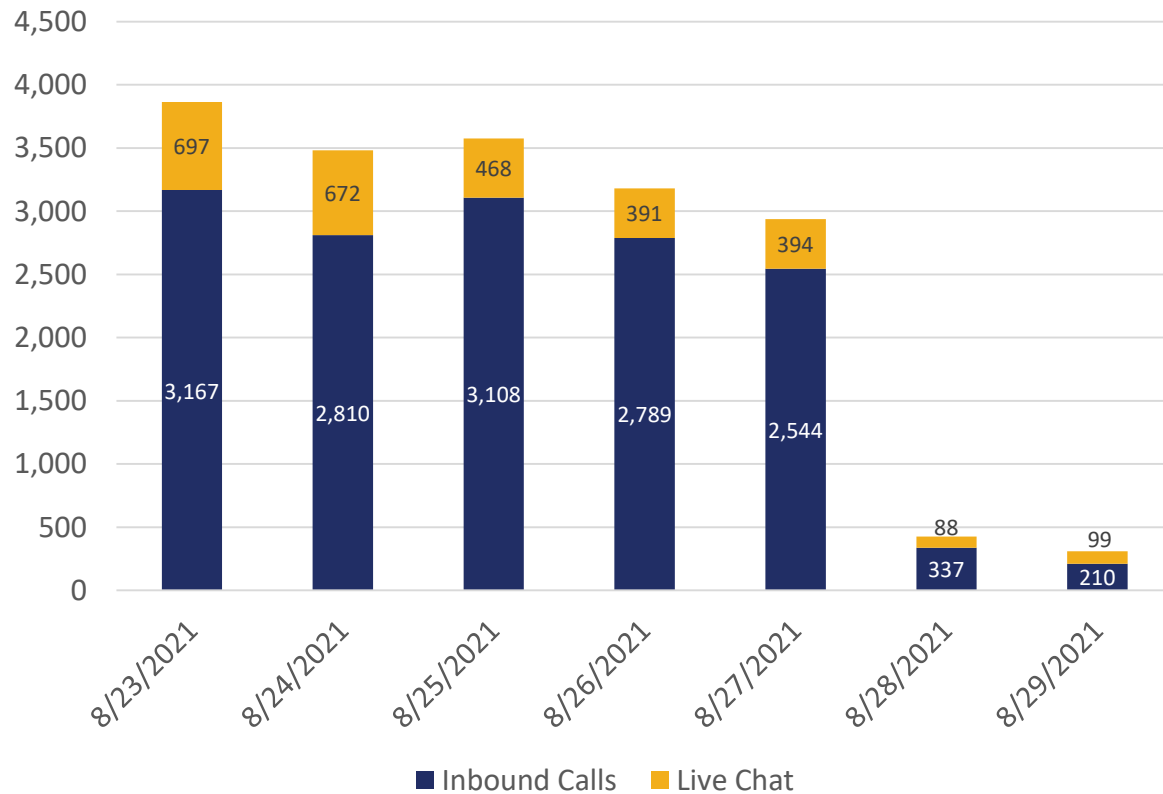
Aug. 30, 2021

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call & Chat Volume



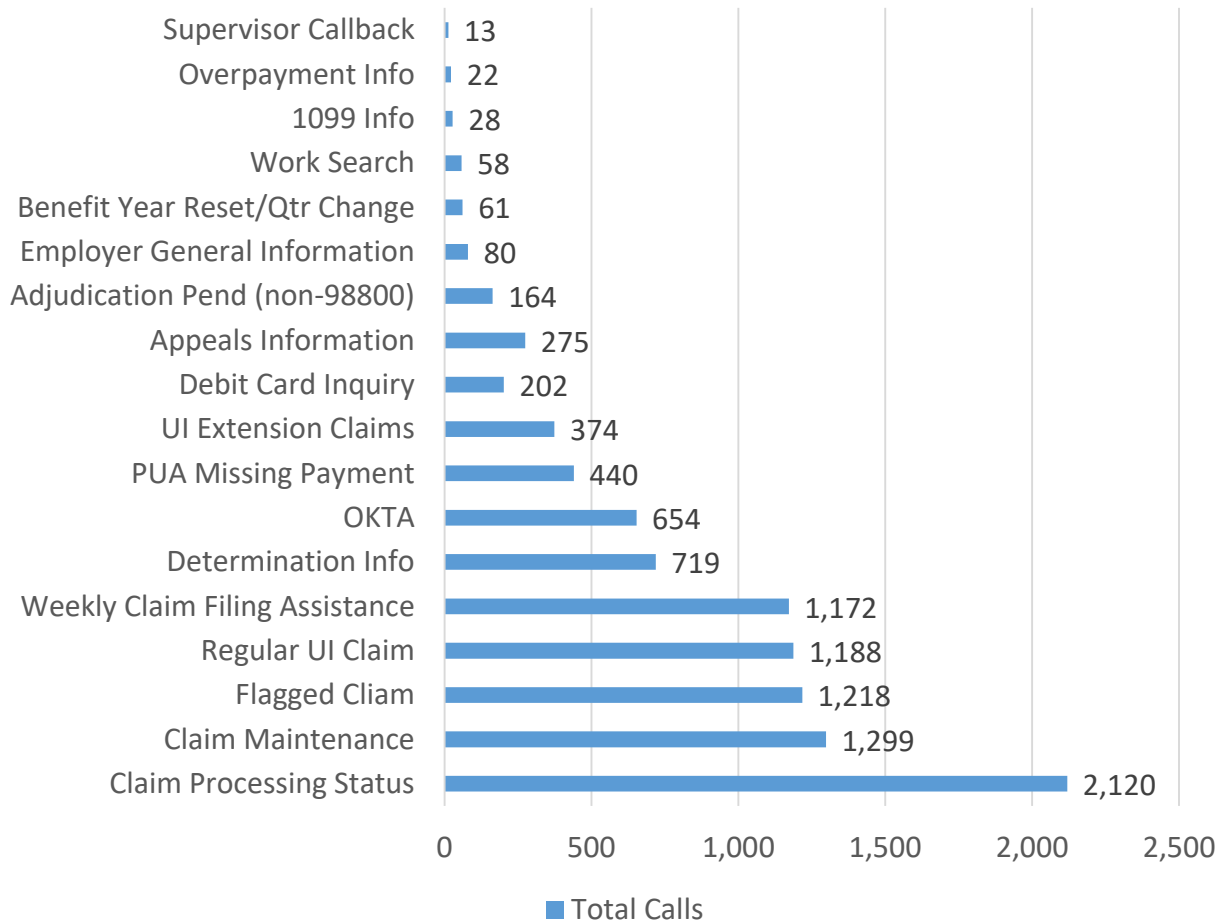
Call Metrics

	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
8/23/2021	6:39	79%	7.2%
8/24/2021	8:14	79%	8.5%
8/25/2021	5:22	77%	5.4%
8/26/2021	6:24	77%	7.5%
8/27/2021	7:05	78.3%	7.4%
8/28/2021	1:42	80.8%	3.9%
8/29/2021	7:17	86.7%	17.6%

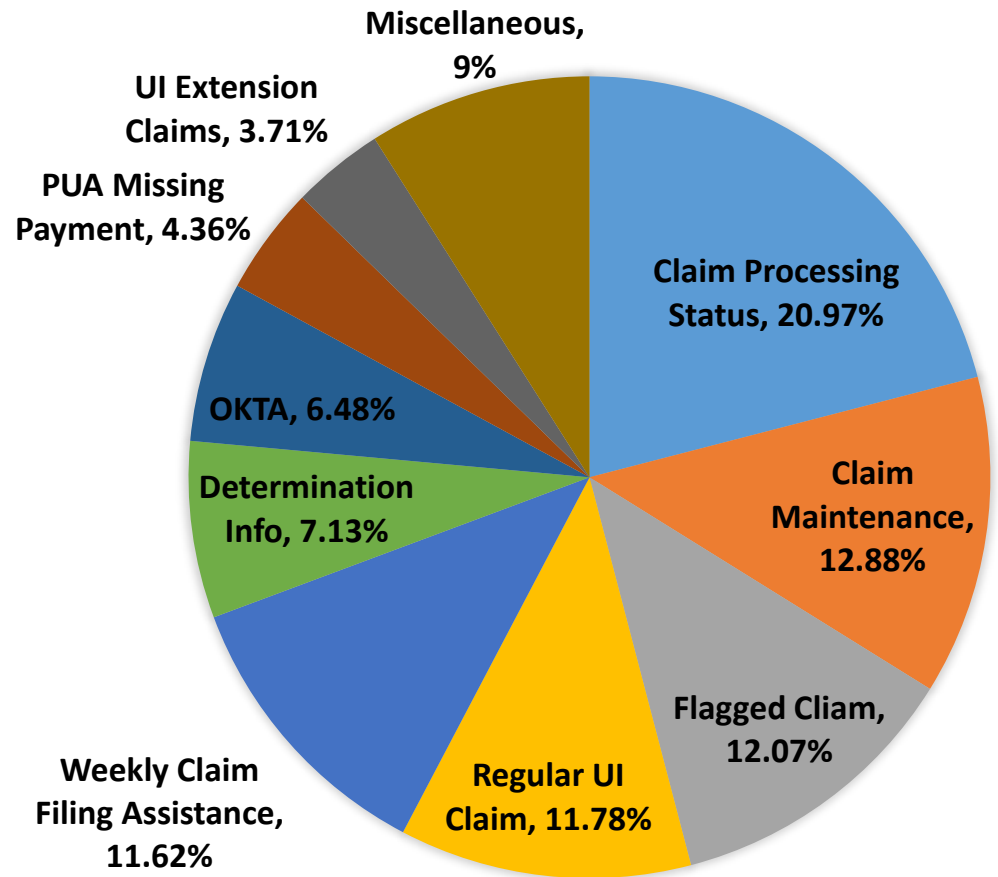
Weekly Call Drivers

Aug. 15 – Aug. 21, 2021

CALL DRIVERS



TOP CALL DRIVERS



Surge Capacity

KDOL

Call Center Personal

41

Adjudications

24

Training & QA Team

5

As of Aug. 24, 2021. Two additional call center personal are scheduled to begin training in September.

Accenture

Claim Support

468

PUA Contact
Center

73

Fraud

100

Adjudications

21

As of Aug. 25, 2021.

Shared Work

Total Plans in Effect

149

Total Employers Enrolled*

117

Total Employees**

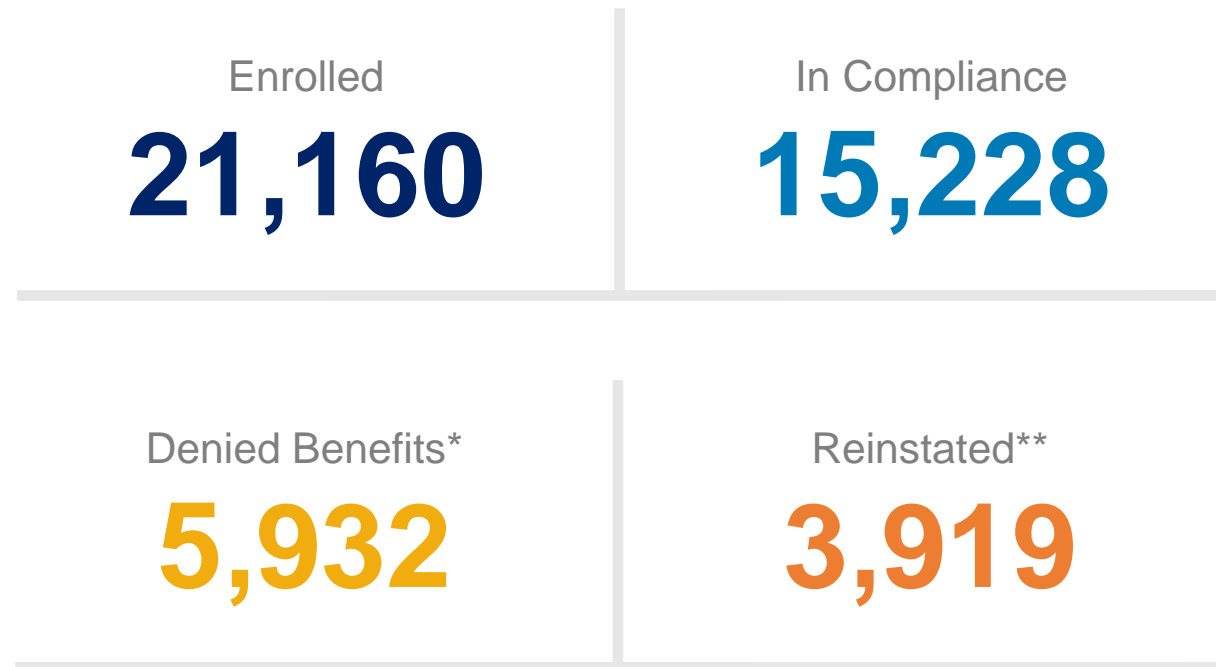
22,715

As of Aug. 14, 2021.

**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

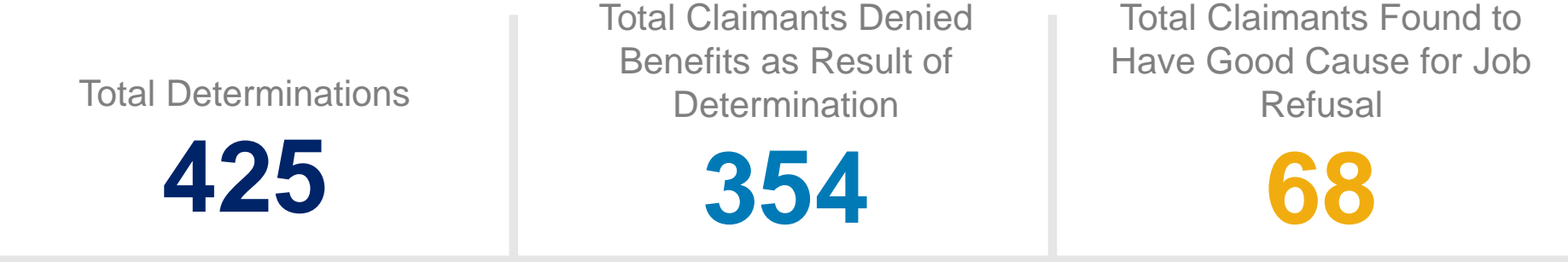


As of Aug, 27, 2021.

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

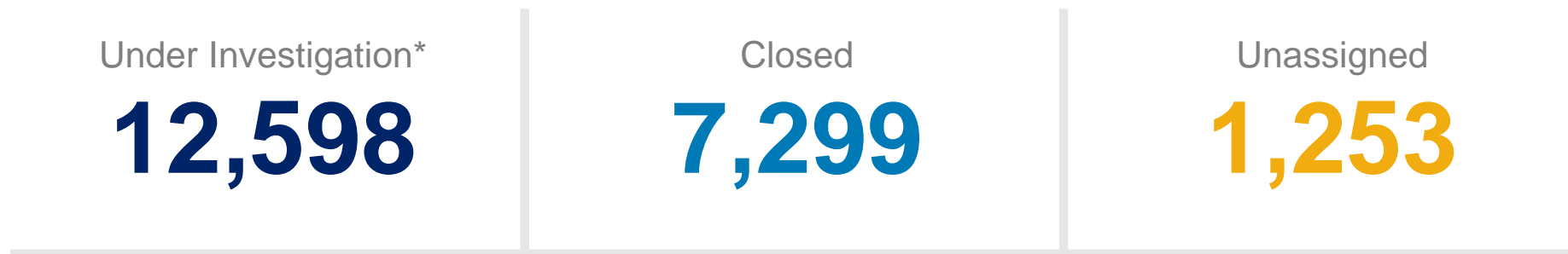
*** These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.*

Job Refusal Determinations



As of Aug. 14, 2021.

Fraud Investigations



As of Aug. 27, 2021.

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