



UIMC Report

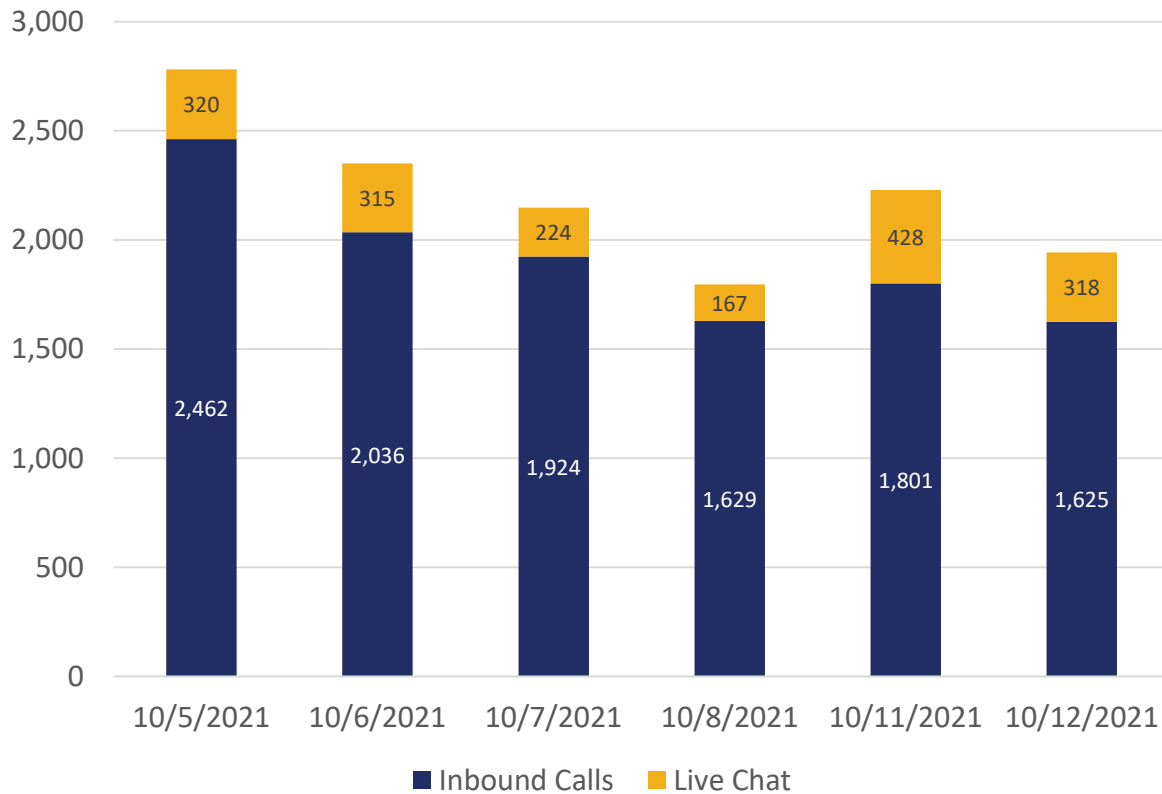
Oct. 15, 2021

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Topeka, KS 66603
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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

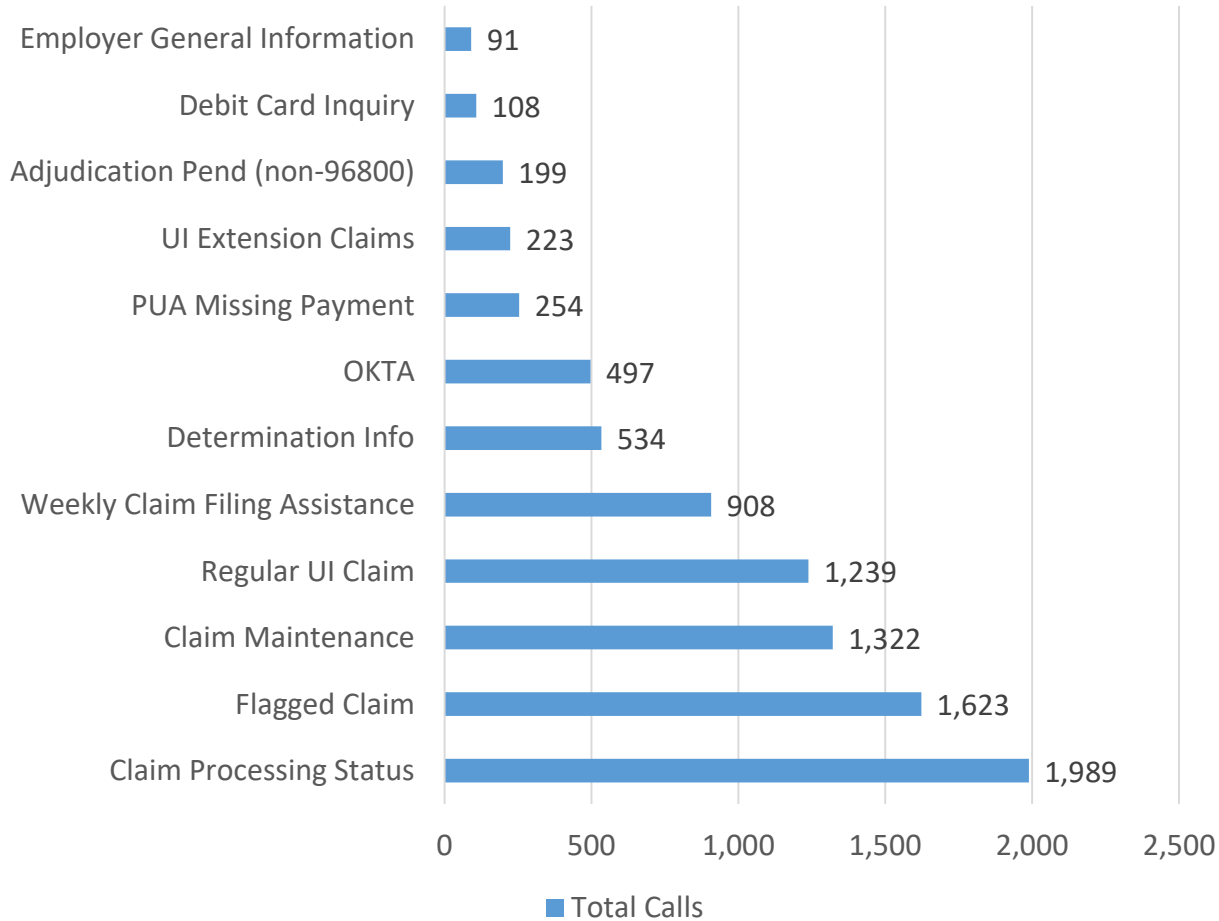
	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
10/5/2021	3:52	76.2%	5.0%
10/6/2021	1:34	77.3%	1.4%
10/7/2021	0:47	81.8%	0.9%
10/8/2021	1:29	84.4%	1.8%
10/11/2021	6:30	84.0%	9.9%
10/12/2021	5:08	82.6%	7.9%

Note: The Call Center ceased all weekend hours of operation on Sept. 13.

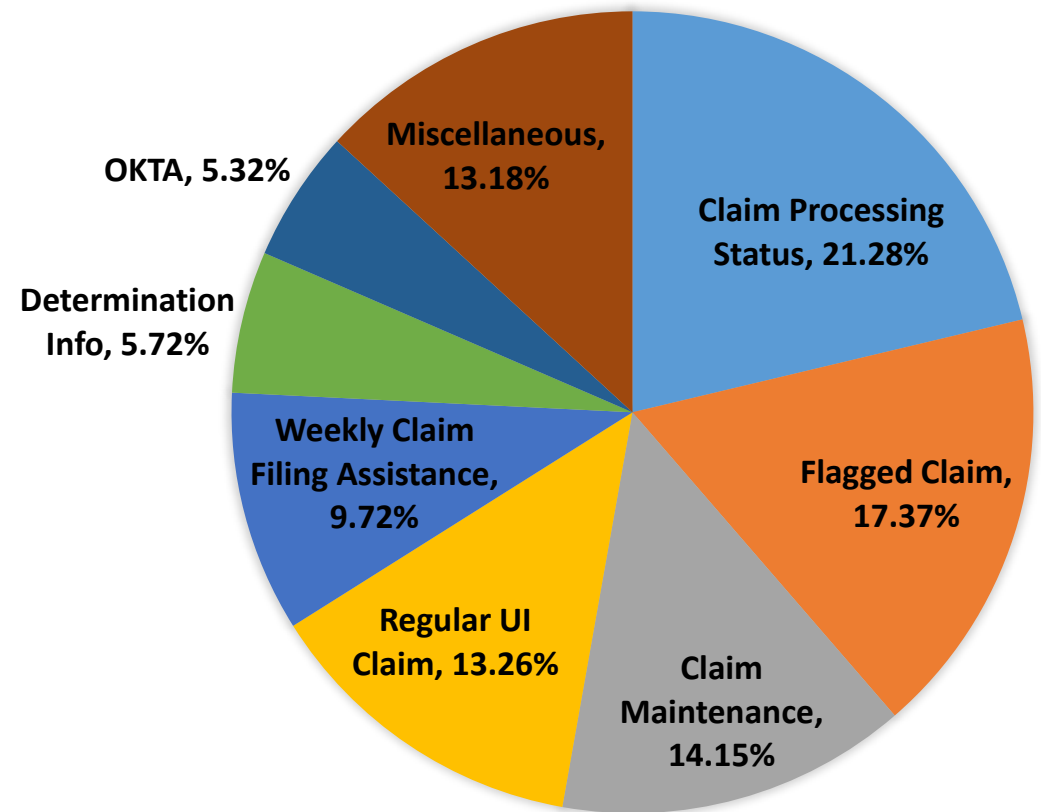
Weekly Call Drivers

Sept. 26 – Oct. 2, 2021

CALL DRIVERS



TOP CALL DRIVERS



Surge Capacity

KDOL

Call Center Personal

43

Adjudications

24

Training & QA Team

5

Accenture

Claim Support

171

PUA Contact Center

32

Fraud

55

LegHelp

40

Adjudications

11

As of Oct. 6, 2021.

Shared Work

Total Plans in Effect

200

Total Employers Enrolled*

153

Total Employees**

4,856

As of Oct. 9, 2021.

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

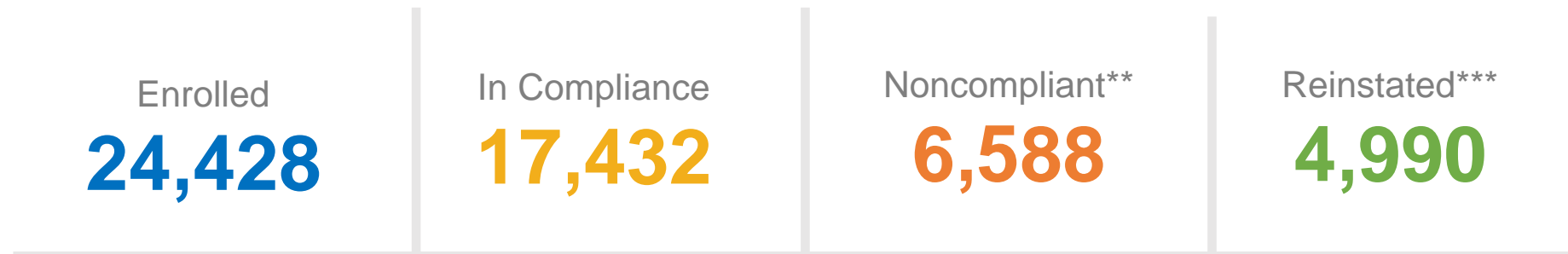
***This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

My Reemployment Plan

Active Claimants Enrolled*

4,797

Cumulative Totals



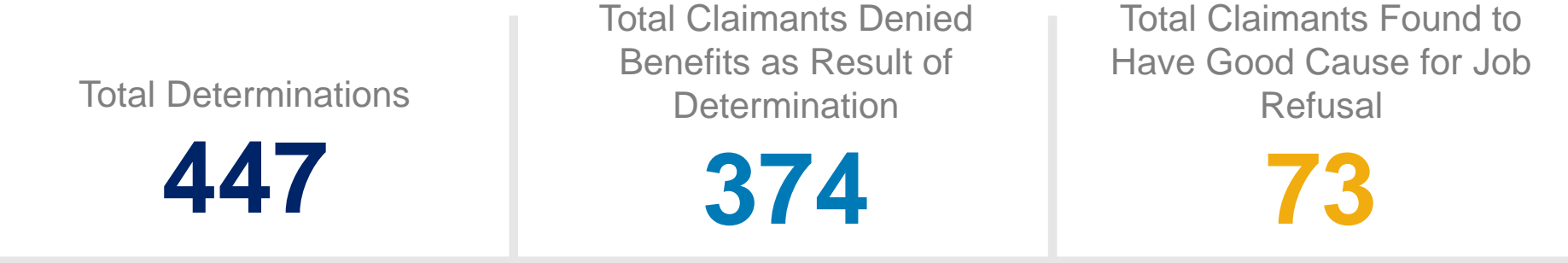
As of Oct. 8, 2021.

**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 Oct. 12, 2021.

Fraud Case Status



Status breakdown from Sept. 1 to Oct. 12, 2021.

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