



# UIMC Report

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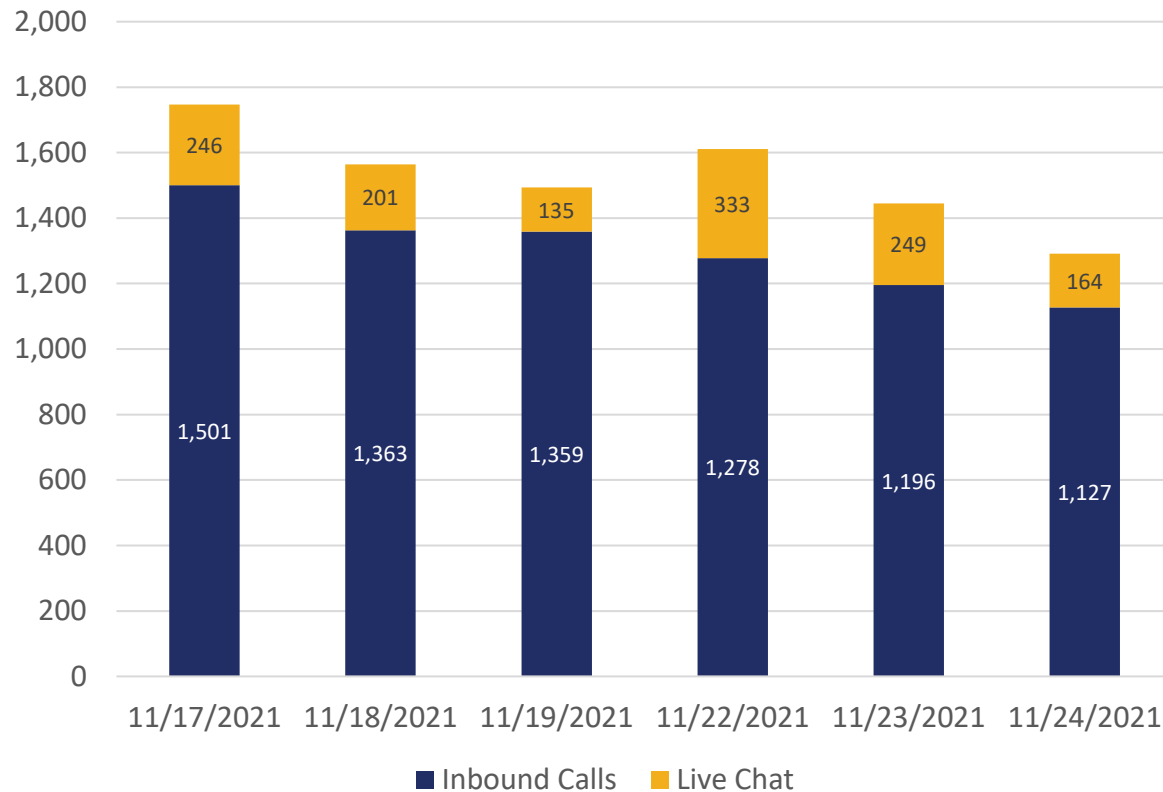
Nov. 30, 2021

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Amber Shultz, Secretary  
Laura Kelly, Governor

# Call Center Performance Metrics

## Call & Chat Volume



## Call Metrics

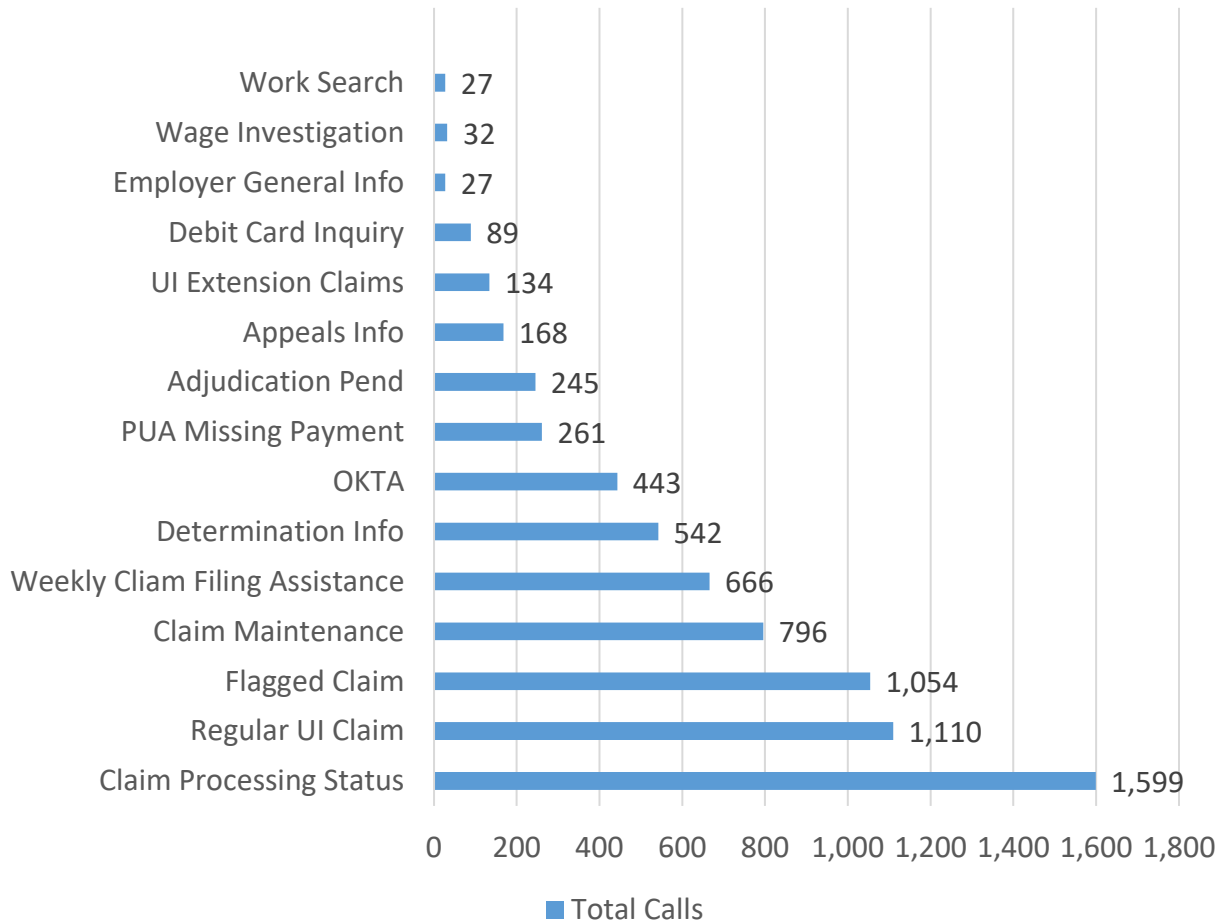
	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>11/17/2021</b>	7:58	83.6%	10.9%
<b>11/18/2021</b>	5:52	80.6%	8.0%
<b>11/19/2021</b>	3:14	82.7%	1.7%
<b>11/22/2021</b>	11:24	82.1%	14.3%
<b>11/23/2021</b>	9:06	83.7%	11.5%
<b>11/24/2021</b>	4:21	--	5.7%

*Note: The Call Center was closed on Thursday, Nov. 25 and Friday, Nov. 26 for the holiday..*

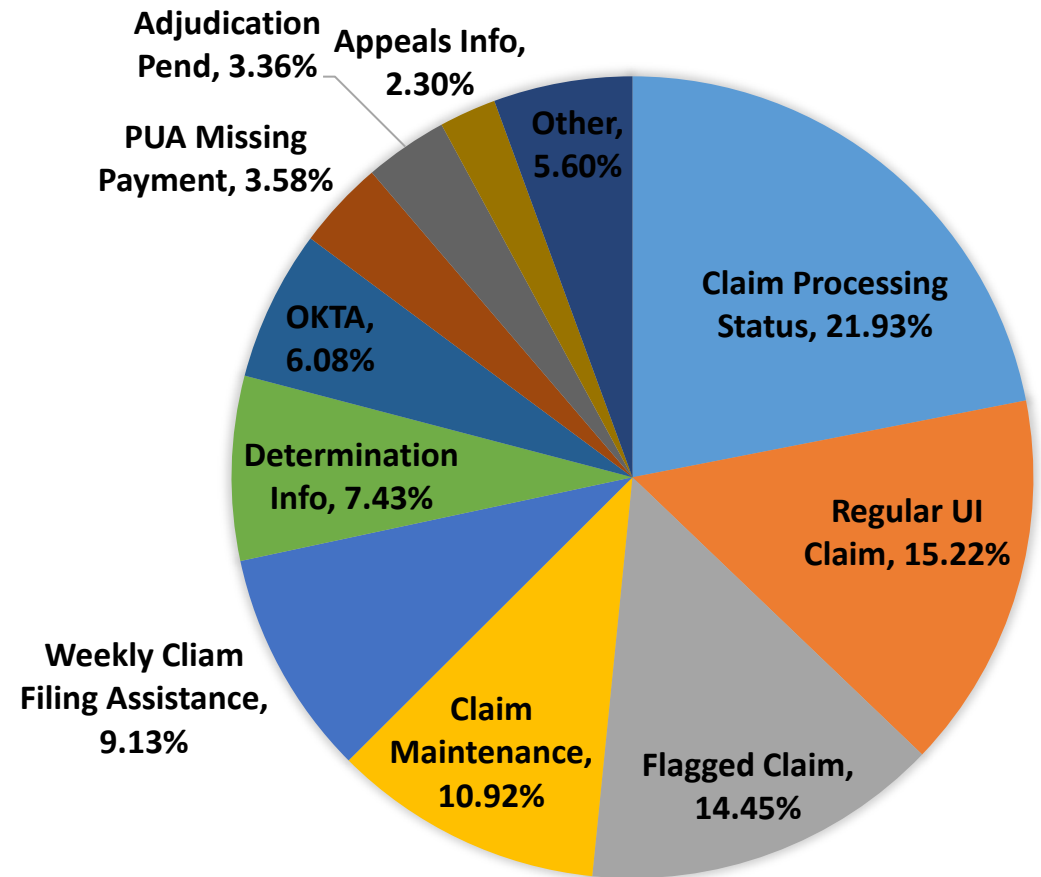
# Weekly Call Drivers

Oct. 31 – Nov. 6, 2021

## CALL DRIVERS



## TOP CALL DRIVERS



# Surge Capacity

## KDOL

Call Center

**43**

Adjudications

**25**

Training & QA  
Team

**5**

## Accentur

Claim Support

**65**

PUA Contact  
Center

**24**

Fraud

**29**

LegHelp

**18**

Adjudications

**4**

MEUC

**5**

As of Nov. 24, 2021.

# Shared Work

Total Plans in Effect

**187**

Total Employers Enrolled\*

**141**

Total Employees\*\*

**4,669**

*As of Nov. 20, 2021.*

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

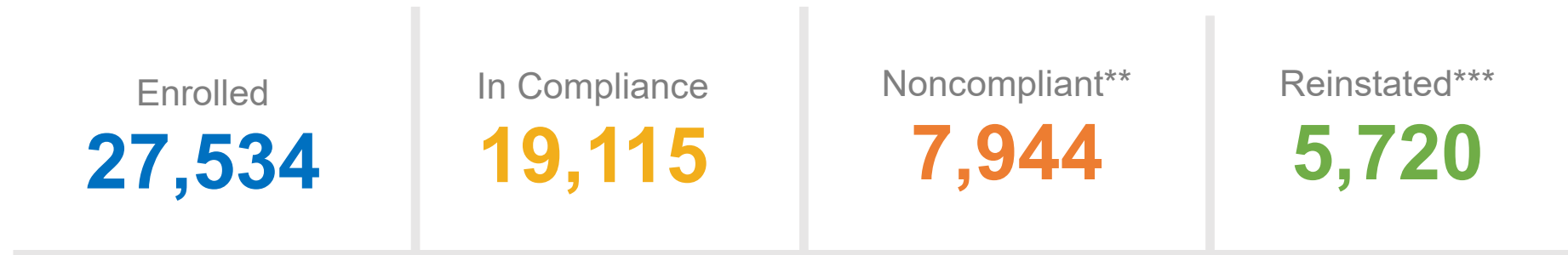
*\*\*This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

# My Reemployment Plan

Active Claimants Enrolled\*

**4,211**

## Cumulative Totals



As of Nov. 26, 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 Nov. 20, 2021.

# Fraud Case Status

Under Investigation\*

**2,208**

Closed

**1,381**

Received

**134**

*Status breakdown from fraud cases received from Sept. 1 to Nov. 24, 2021.*

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