



UIMC Report

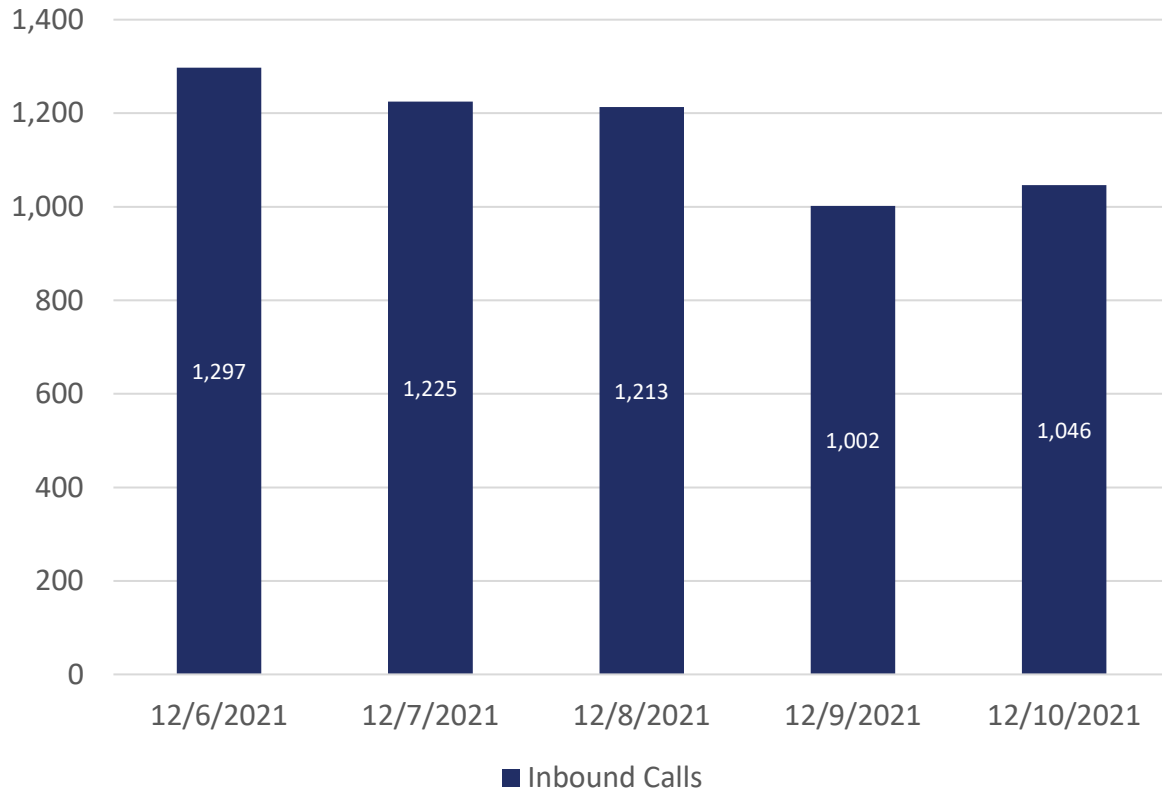
Dec. 15, 2021

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume



Note: Live agent support for chat ended Nov. 24. Amelia/Virtual Agent still operates.

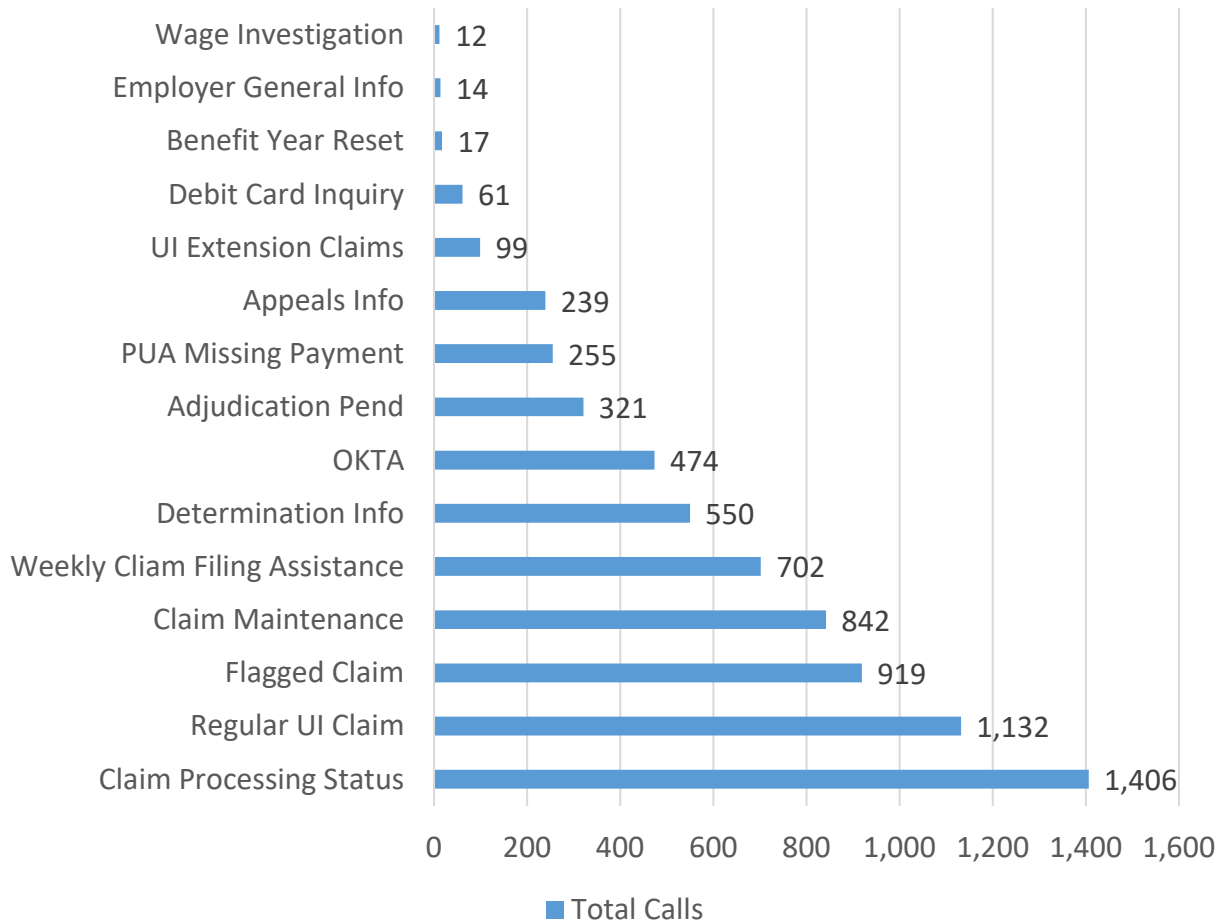
Call Metrics

	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
12/6/2021	9:53	78.3%	9.2%
12/7/2021	6:00	73.7%	7.8%
12/8/2021	4:41	73.7%	5.3%
12/9/2021	2:45	73.8%	3.3%
12/10/2021	3:22	--	5.5%

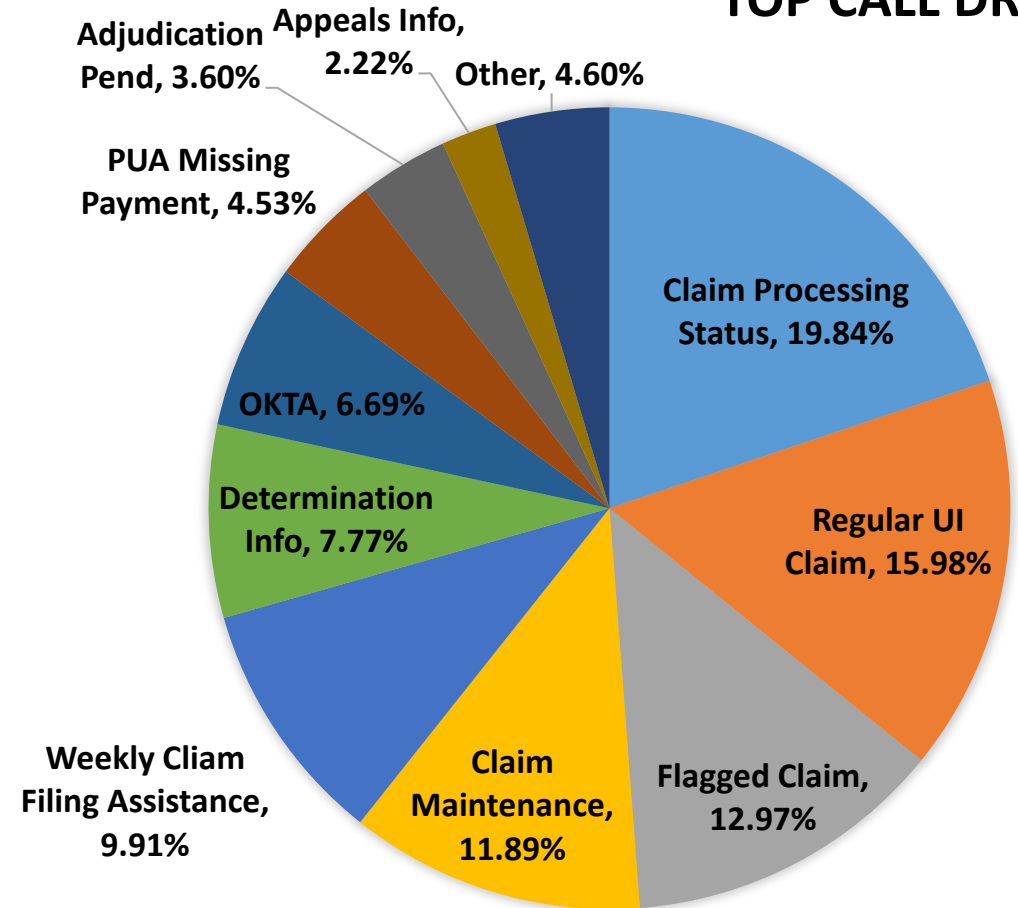
Weekly Call Drivers

Nov. 28 – Dec. 4, 2021

CALL DRIVERS



TOP CALL DRIVERS



Surge Capacity

KDOL

Call Center

43

Adjudications

25

Training & QA
Team

5

Accenture

Claim Support

58

PUA Contact
Center

12

Fraud

21

LegHelp

8

As of Dec. 8, 2021.

Shared Work

Total Plans in Effect

174

Total Employers Enrolled*

131

Total Employees**

4,869

As of Dec. 11, 2021.

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

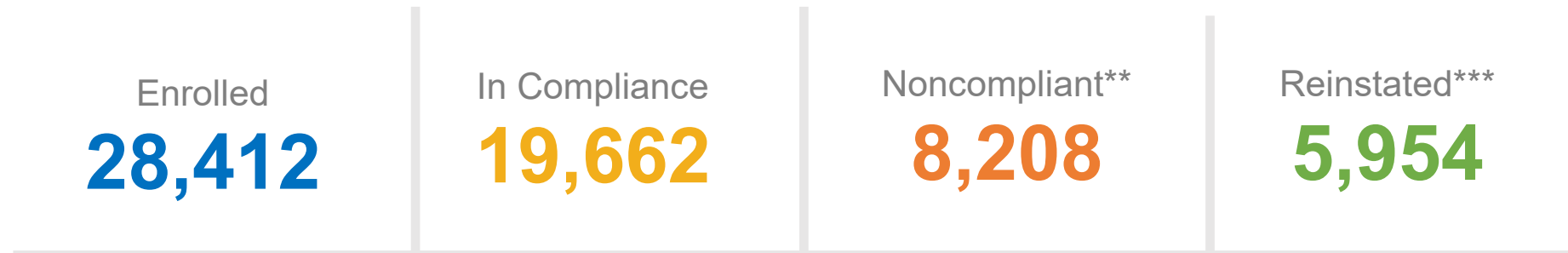
***This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

My Reemployment Plan

Active Claimants Enrolled*

4,602

Cumulative Totals



As of Dec. 10, 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 Dec. 11, 2021.

Fraud Case Status

Under Investigation*

2,391

Closed

1,585

Received

215

Status breakdown from fraud cases received from Sept. 1 to Dec. 10, 2021.

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