



UIMC Report

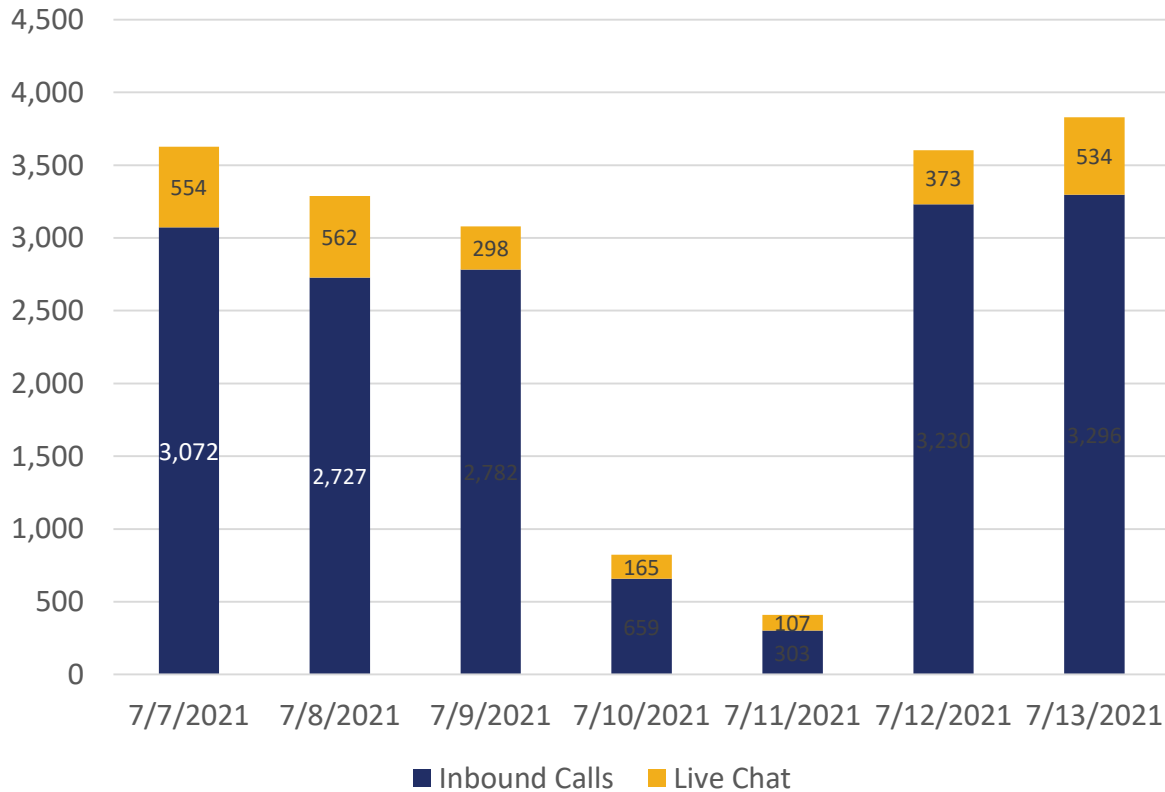
July 15, 2021

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call & Chat Volume



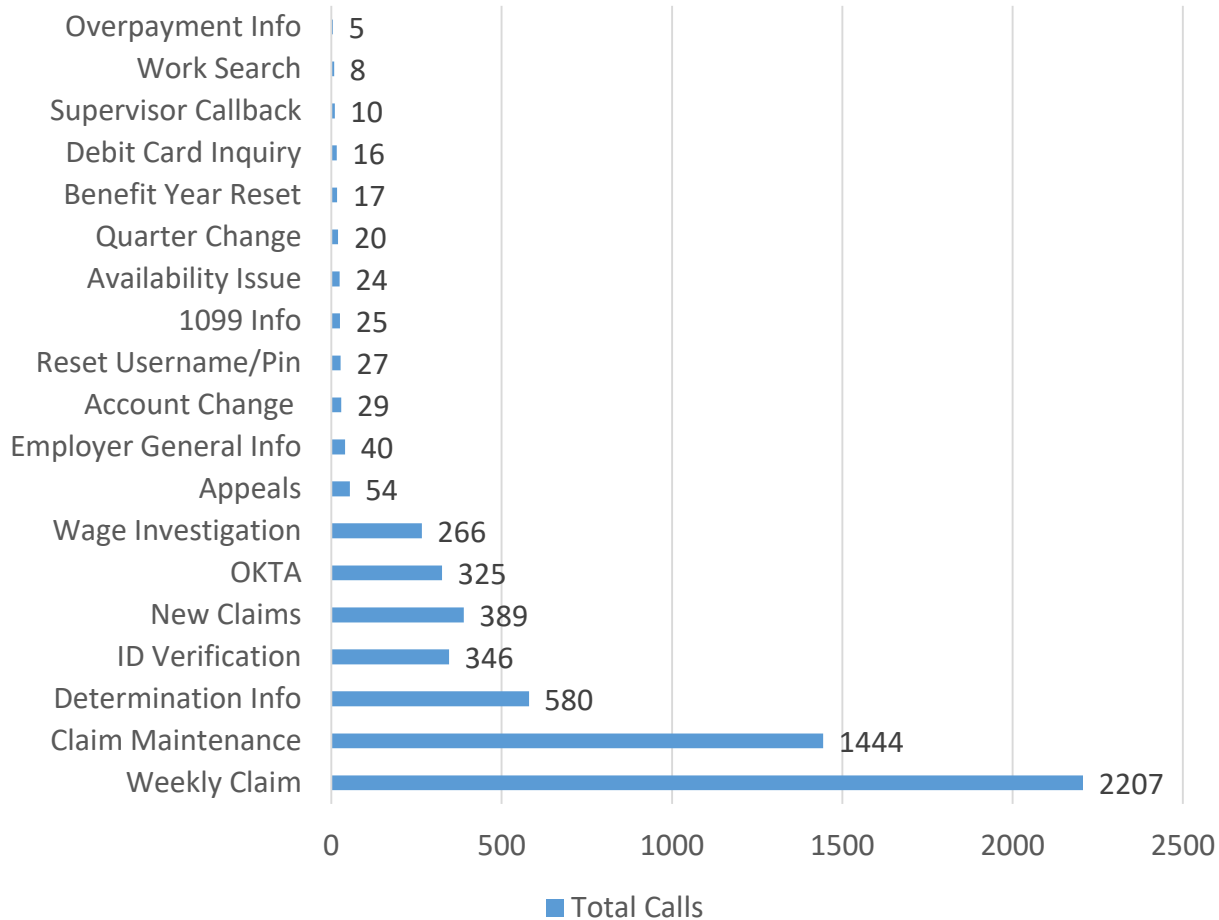
Call Metrics

	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
7/7/2021	5:54	68%	6.3%
7/8/2021	7:06	64%	7.3%
7/9/2021	7:09	70%	7.0%
7/10/2021	3:00	75%	7.6%
7/11/2021	4:30	77.37%	17.9%
7/12/2021	7:02	64%	7.1%
7/13/2021	6:15	--	5.9%

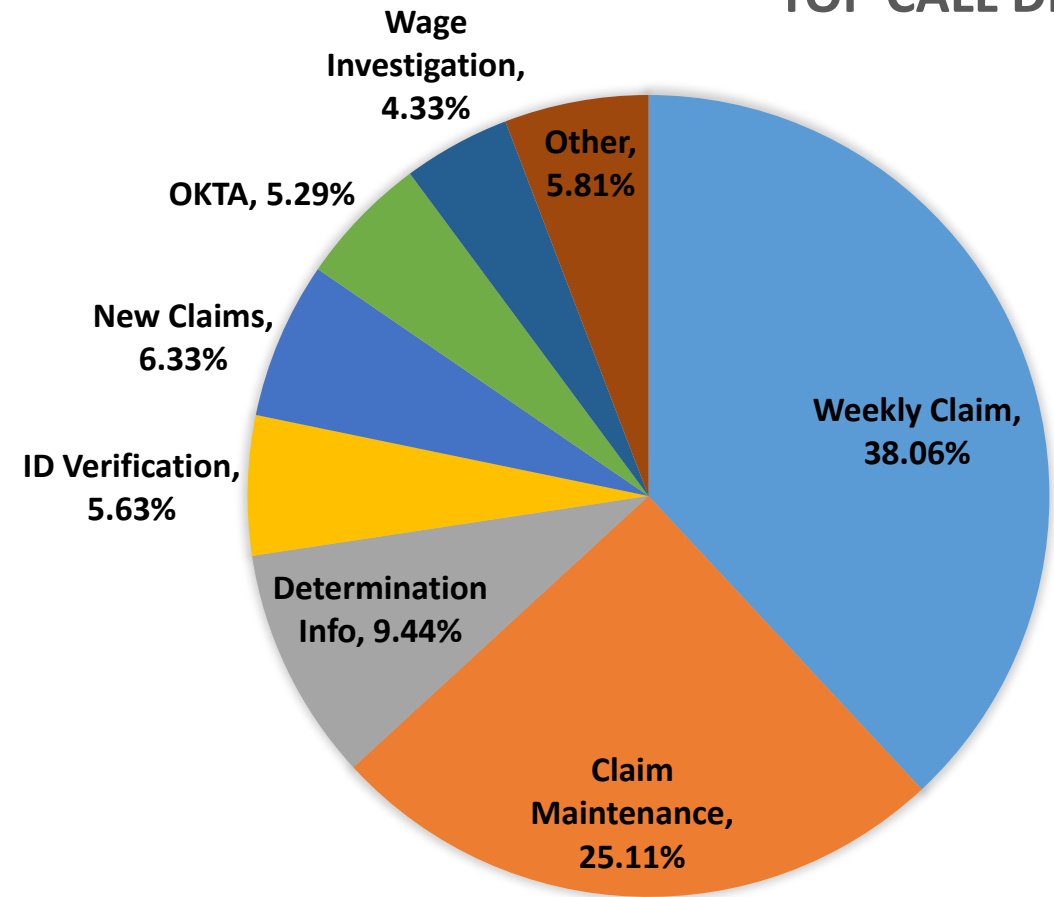
Weekly Call Drivers

June 27, 2021 – July 3, 2021

CALL DRIVERS



TOP CALL DRIVERS



Surge Capacity

KDOL

Call Center Personal

46

Adjudications

16

Training & QA Team

5

Accenture*

Claim Support

384

PUA Contact Center

71

Fraud

114

Adjudications

25

Employer Helpdesk

4

*As of July 13, 2021.

Shared Work

July 4, 2021 – July 10, 2021

Total Plans in Effect

155

Total Employers Enrolled*

125

Total Employees**

22,798

**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 July 7, we've referred 16,224 claimants to Kansas Department of Commerce for enrollment.
- Benefit suspensions will begin on July 16. Number of claimants who have failed to comply with My Reemployment Plan requirements will be available on July 19.

Job Refusal Determinations



*As of July 13, 2021.