



# UIMC Report

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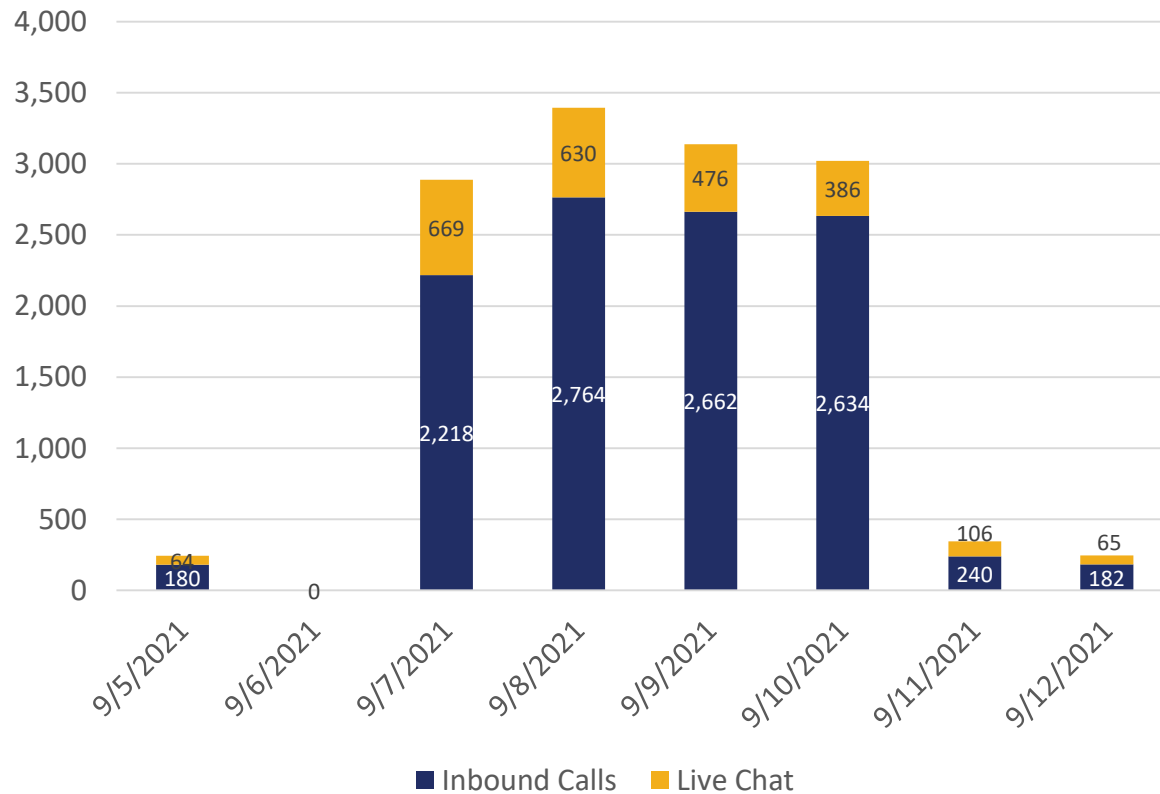
Sept. 15, 2021

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Fax: (785) 296-0753  
[KDOL.Communications@ks.gov](mailto:KDOL.Communications@ks.gov)  
[dol.ks.gov](http://dol.ks.gov)

Amber Shultz, Secretary  
Laura Kelly, Governor

# Call Center Performance Metrics

## Call & Chat Volume



## Call Metrics

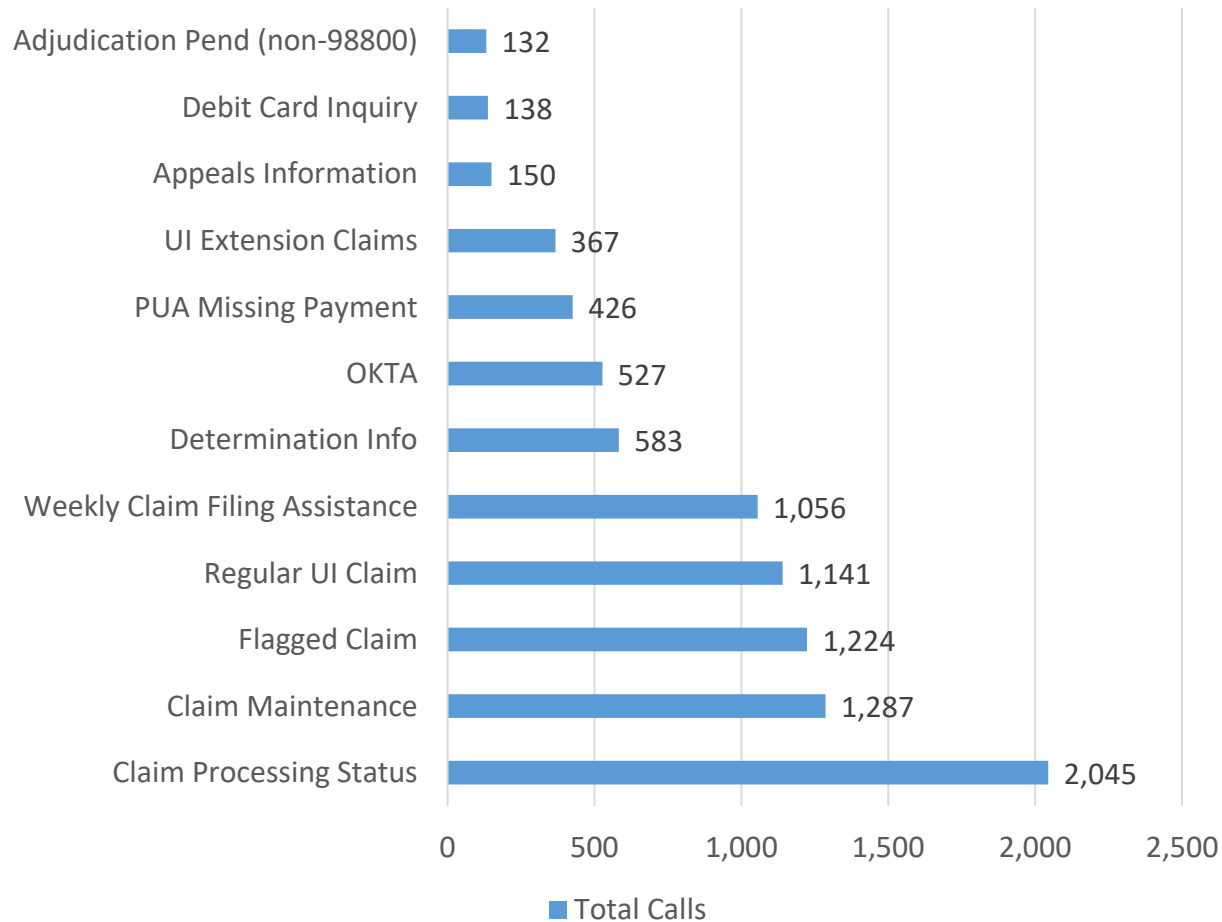
	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
9/5/2021	0:17	88.0%	2.2%
9/6/2021	--	--	--
9/7/2021	6:10	82.6%	6.4%
9/8/2021	5:25	81%	6.7%
9/9/2021	5:07	82.3%	6.4%
9/10/2021	3:14	79.6%	3.1%
9/11/2021	0:23	83.4%	0.4%
9/12/2021	0:20	87.4%	1.6%

*Note: The Call Center was closed on Sept. 6 for Labor Day. Additionally, the Call Center ceased all weekend hours of operation on Sept. 13.*

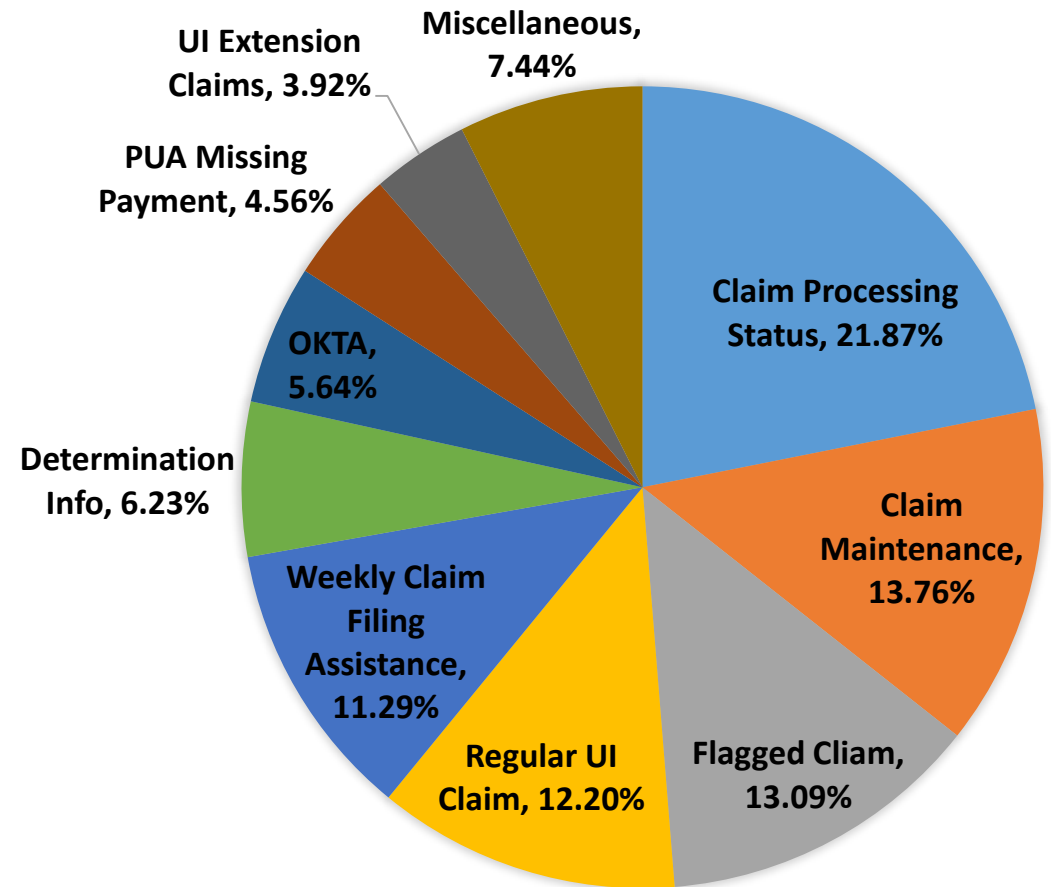
# Weekly Call Drivers

Aug. 22 – Aug. 28, 2021

## CALL DRIVERS



## TOP CALL DRIVERS



# Surge Capacity

## KDOL

Call Center Personal

**43**

Adjudications

**24**

Training & QA Team

**5**

## Accenture

Claim Support

**283**

PUA Contact  
Center

**92**

Fraud

**99**

Adjudications

**20**

*As of Sept. 8, 2021.*

# Shared Work

Total Plans in Effect

**134**

Total Employers Enrolled\*

**103**

Total Employees\*\*

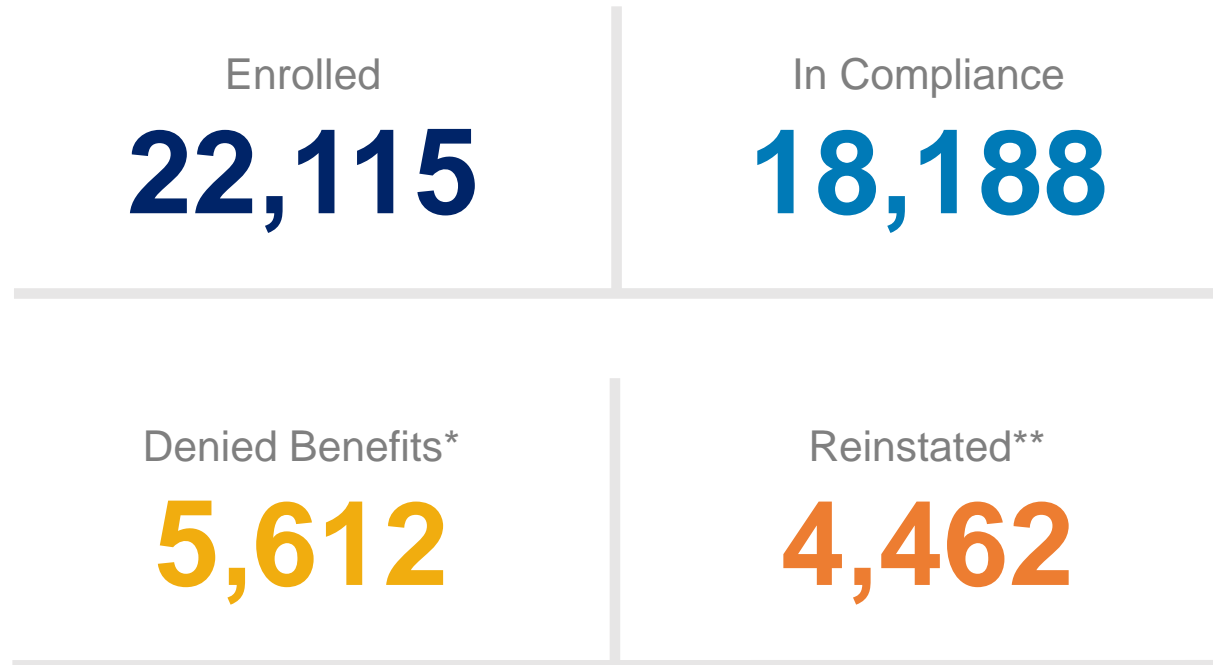
**19,637**

*As of Sept. 10, 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 Sept. 10, 2021.

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

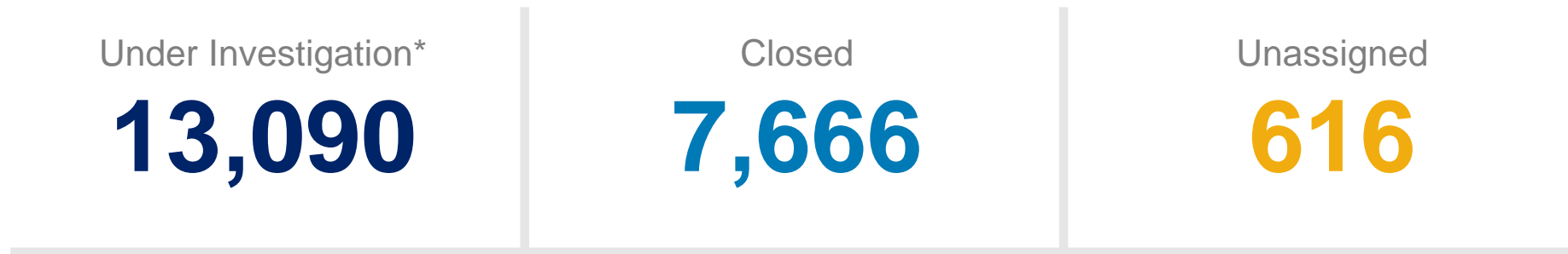
*\*\* These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.*

# Job Refusal Determinations



As of Sept. 10, 2021.

# Fraud



As of Sept. 10, 2021.

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