



UIMC Report

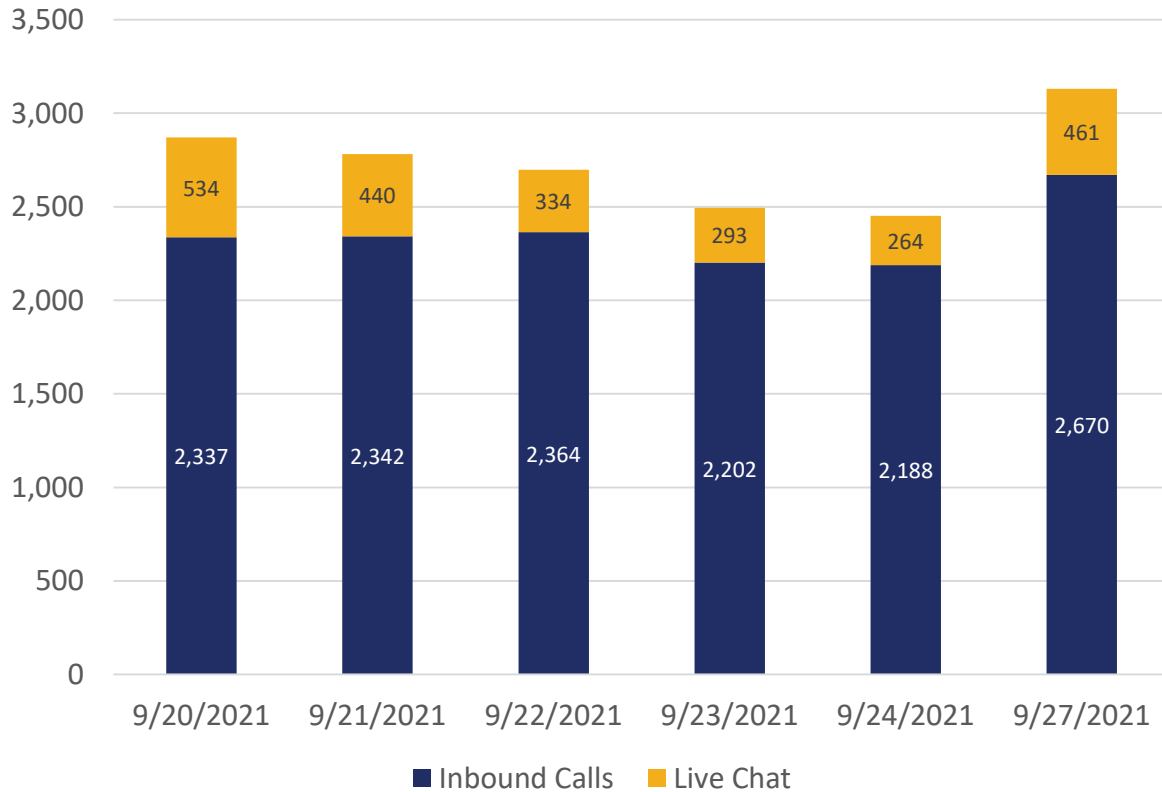
Sept. 30, 2021

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Topeka, KS 66603
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KDOL.Communications@ks.gov
dol.ks.gov

Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call & Chat Volume



Call Metrics

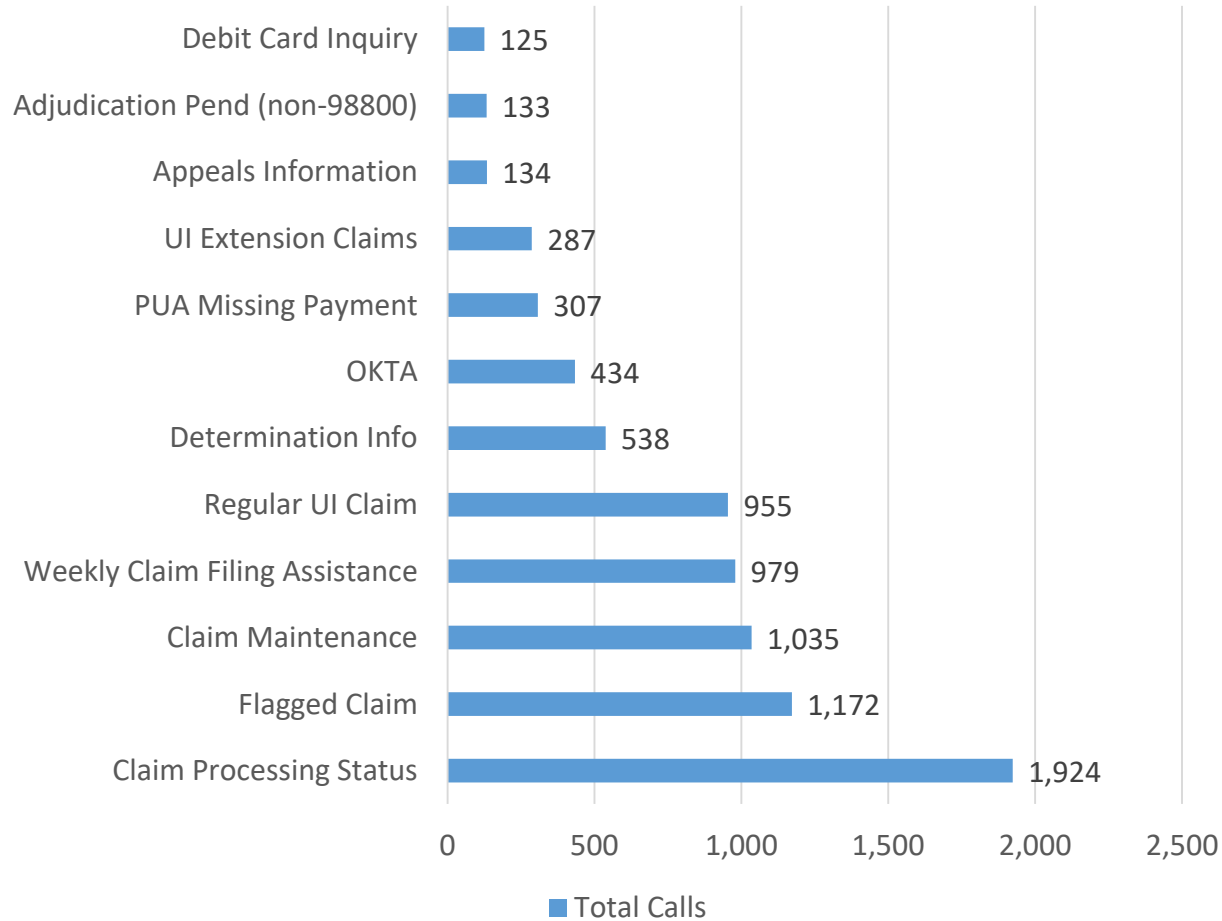
	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
9/20/2021	6:24	82%	8.2%
9/21/2021	4:20	80.8%	5.1%
9/22/2021	2:09	79.7%	2.5%
9/23/2021	1:29	77.9%	1.8%
9/24/2021	1:16	80%	0.7%
9/27/2021	4:50	77.2%	6.4%

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

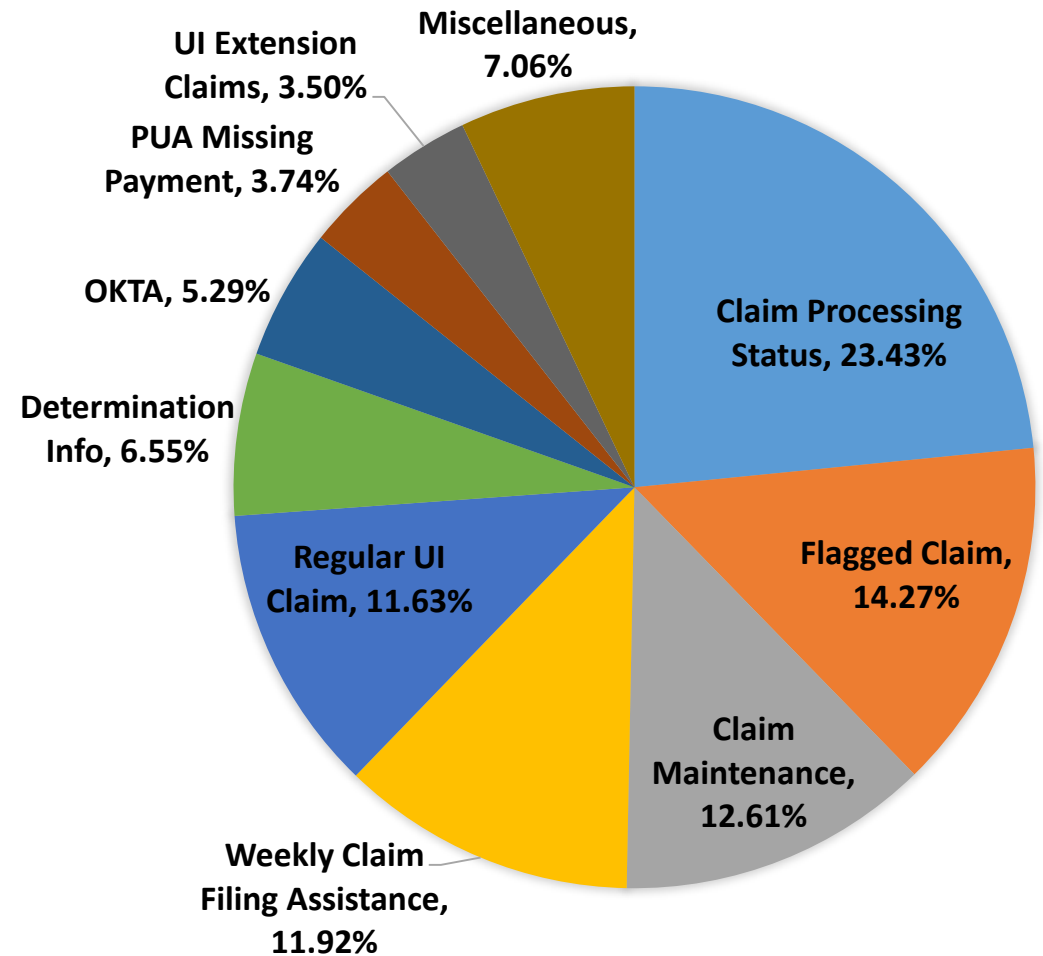
Weekly Call Drivers

Sept. 5 – Sept. 11, 2021

CALL DRIVERS



TOP CALL DRIVERS



Surge Capacity

KDOL

Call Center Personal

43

Adjudications

24

Training & QA Team

5

Accenture

Claim Support

221

PUA Contact
Center

73

Fraud

71

Adjudications

12

As of Sept. 15, 2021.

Shared Work

Total Plans in Effect

198

Total Employers Enrolled*

152

Total Employees**

5,679

As of Sept. 25, 2021.

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

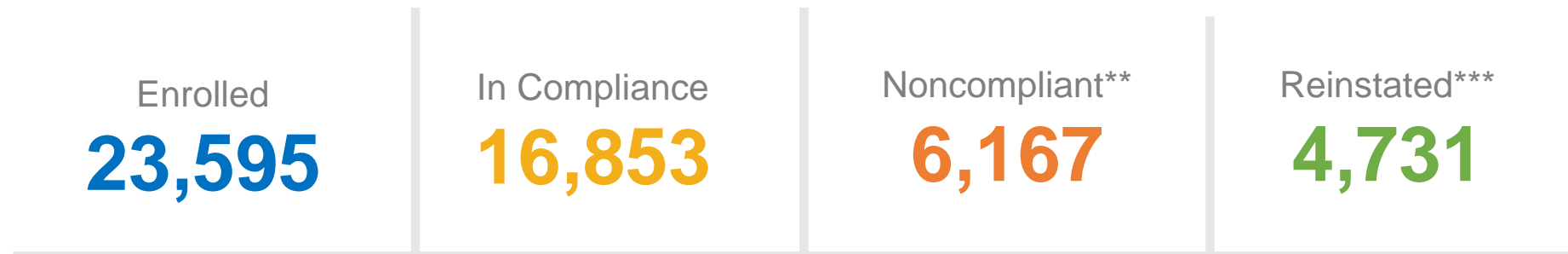
***This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

My Reemployment Plan

Active Claimants Enrolled*

6,274

Cumulative Totals



As of Sept. 24, 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 Sept. 25, 2021.

Fraud



As of Sept. 27, 2021.

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