



UIMC Report

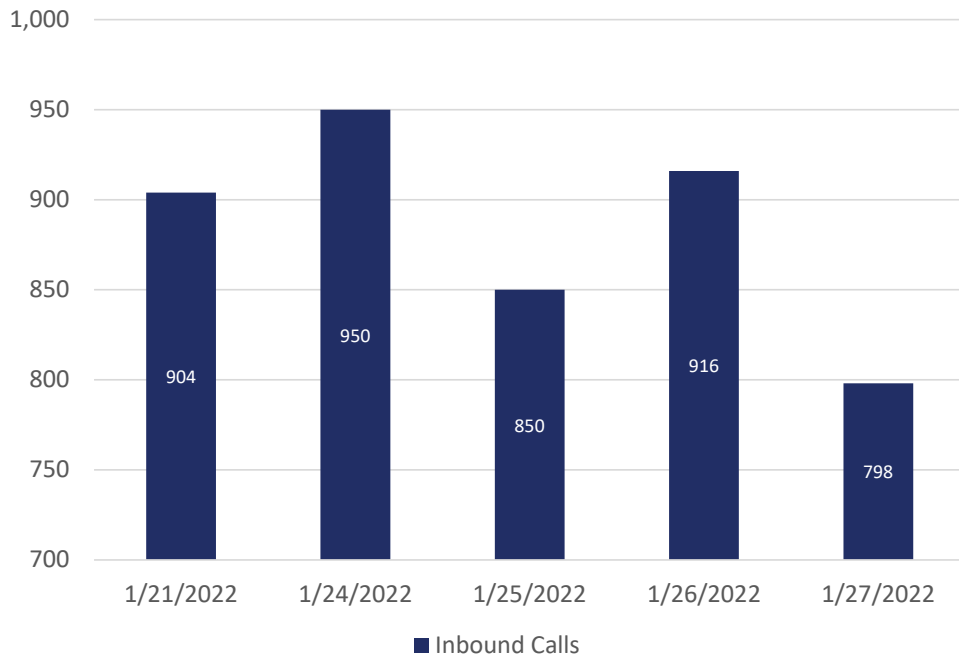
January 31, 2022

401 SW Topeka Blvd.
Topeka, KS 66603
Phone: (785) 296-0901
Fax: (785) 296-0753
KDOL.Communications@ks.gov
dol.ks.gov

Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume



Reflects the number of calls answered through AWS.

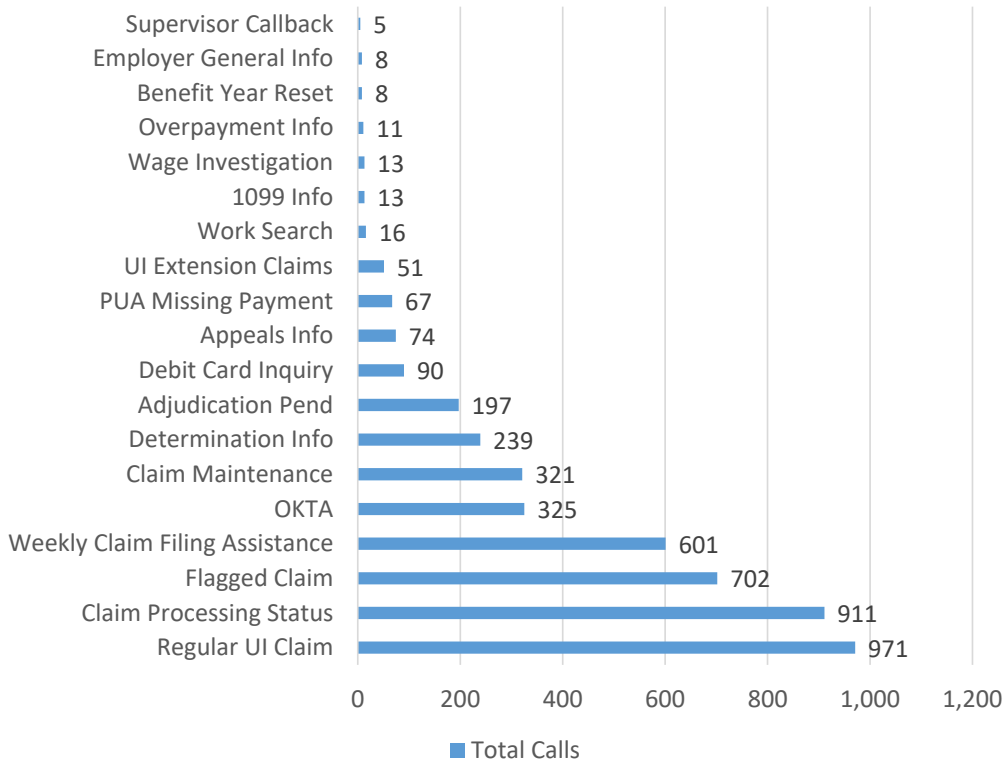
Call Metrics

	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
1/21/2022	9:24	73.0%	14.3%
1/24/2022	11:18	69.0%	14.7%
1/25/2022	10:43	68.8%	12.5%
1/26/2022	8:00	67.2%	12.4%
1/27/2022	10:00	68.9%	15.8%

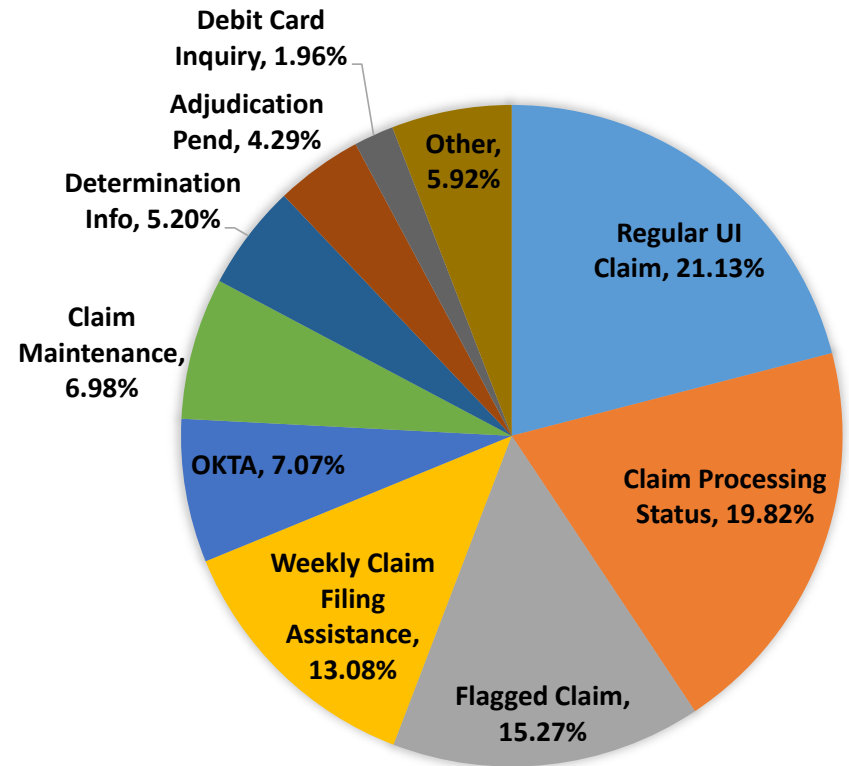
Call Drivers

Jan. 16, 2022 – Jan. 22, 2022

CALL DRIVERS



TOP CALL DRIVERS



Surge Capacity



As of Jan. 21, 2022.

Shared Work

Total Plans in Effect

166

Total Employers Enrolled*

127

Total Employees**

4,636

As of Jan. 22, 2022.

**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.*

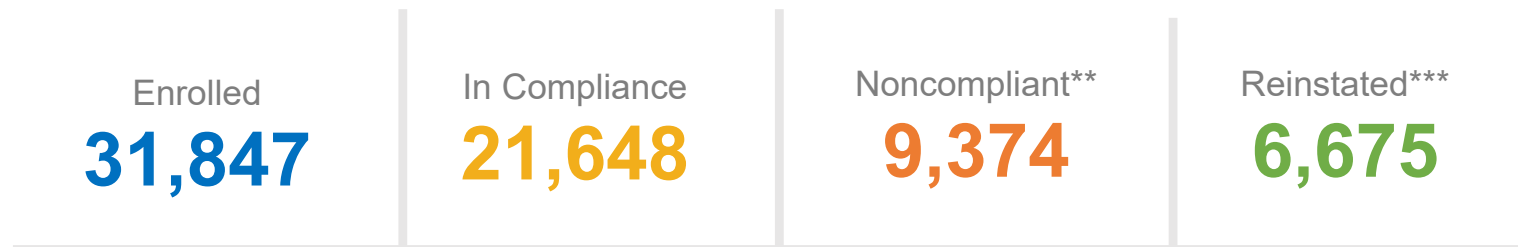
Kansas Department of Labor, Communications Division, 401 SW Topeka Blvd. Topeka, KS 66603 Phone: (785) 296-0901 Fax: (785) 296-0753 Email: KDOL.Communications@ks.gov Web: dol.ks.gov

My Reemployment Plan

Active Claimants Enrolled*

5,577

Cumulative Totals



As of Jan. 28, 2022.

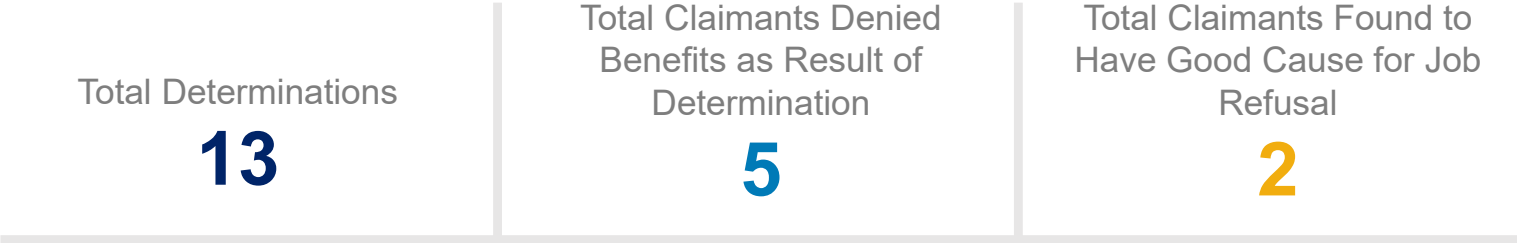
*Indicates claimants who applied for UI benefits for the week ending Sept. 18 and who have claimed at least three consecutive weeks of UI benefits

**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.

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Job Refusal Determinations



2022 totals as of Jan. 22, 2022.

Fraud Case Status



Status breakdown from fraud cases received from Sept. 1, 2021 to Jan. 27, 2022.

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