



UIMC Report

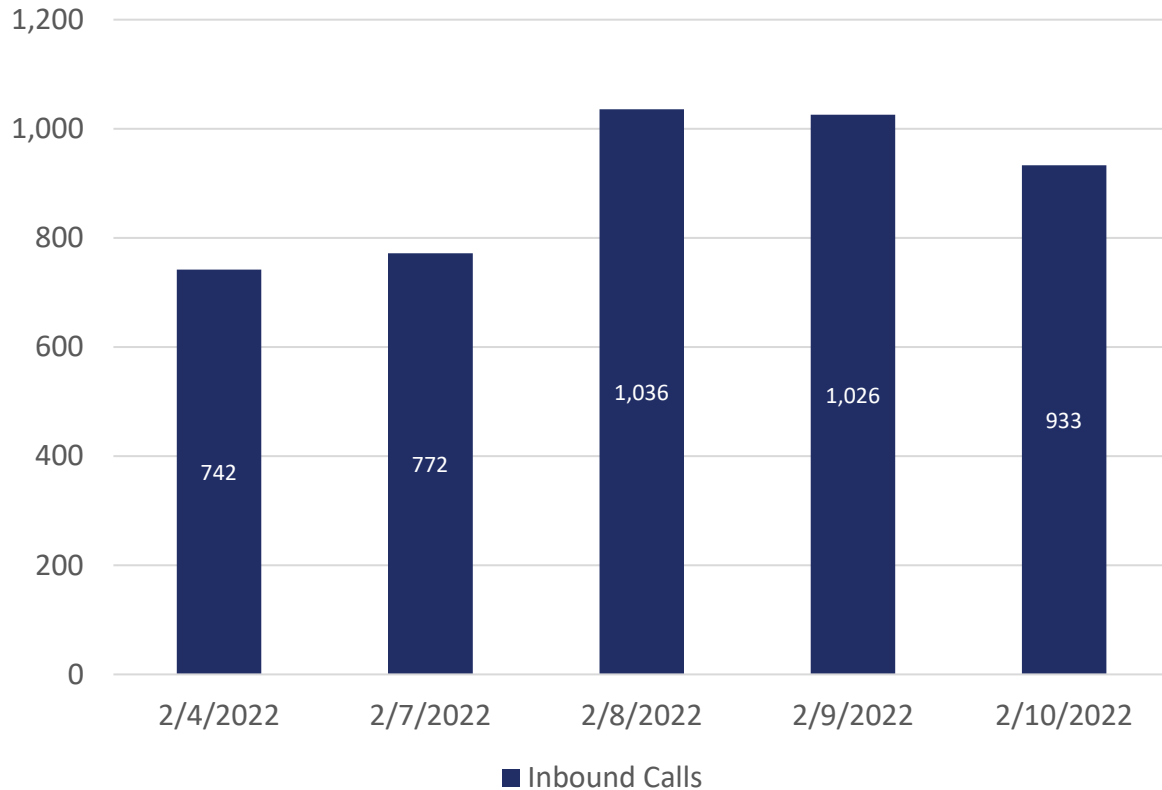
February 15, 2022

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume



Reflects the number of calls answered through AWS.

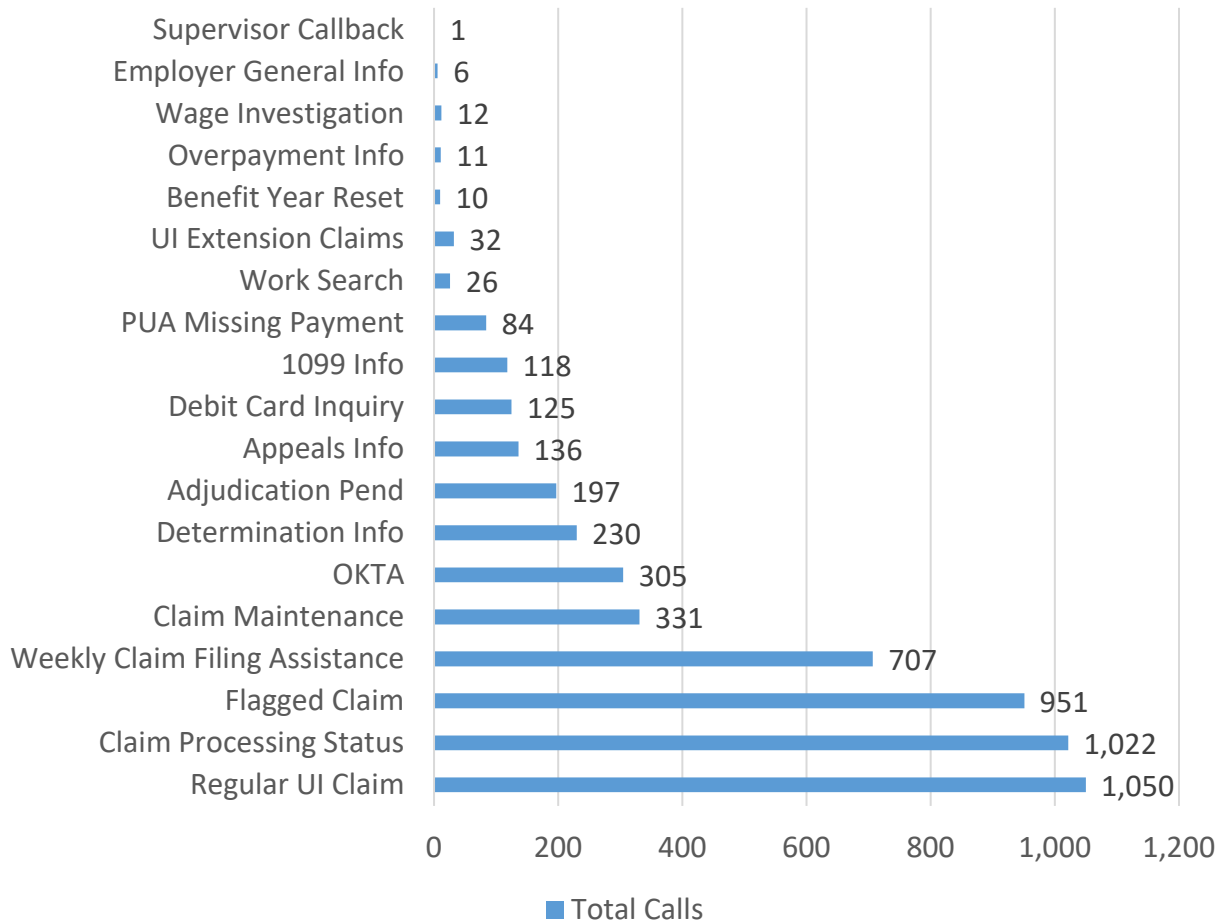
Call Metrics

	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
2/4/2022	10:19	69.5%	17.8%
2/7/2022	10:44	67.2%	14.0%
2/8/2022	8:01	81.2%	14.4%
2/9/2022	6:11	60%	8.8%
2/10/2022	6:18	69%	10.6%

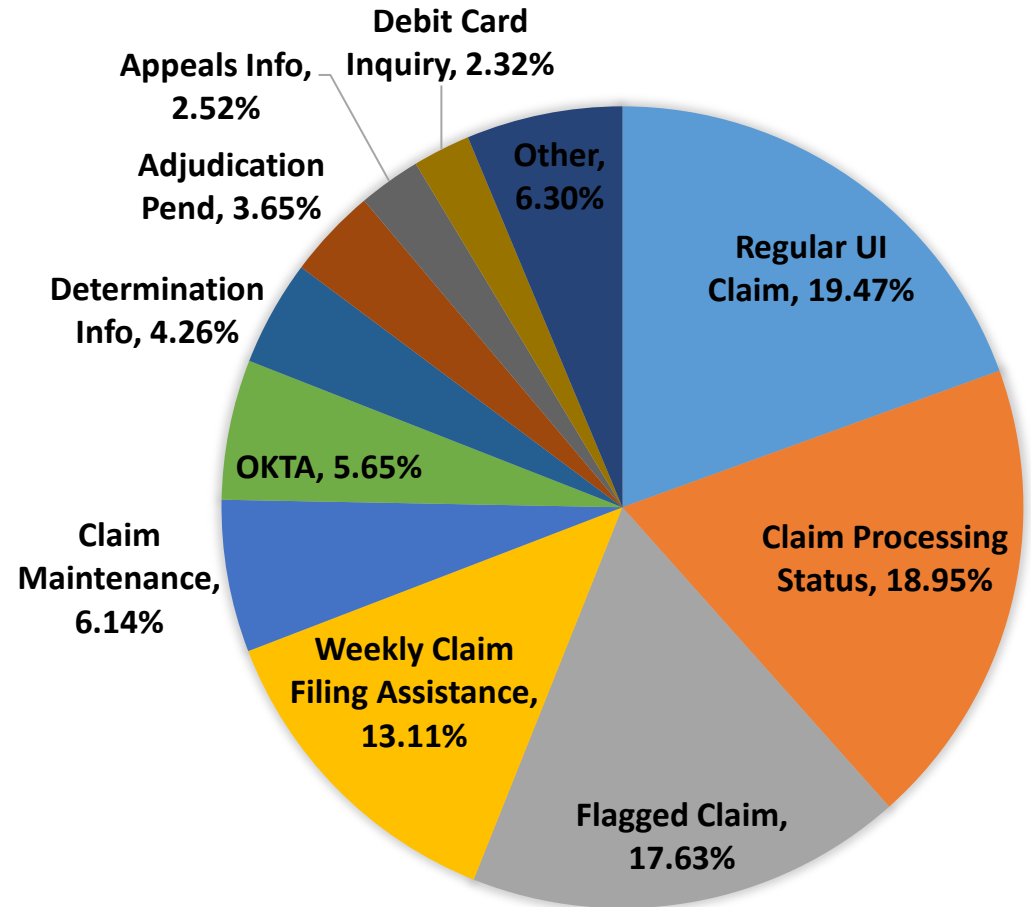
Call Drivers

Jan. 23, 2022 – Jan. 29, 2022

CALL DRIVERS



TOP CALL DRIVERS



Surge Capacity

KDOL

Call Center

38

Adjudications

21

Training & QA Team

5

Accenture

Claim Support

48

PUA Contact Center

12

Fraud Ops

22

As of Feb. 9, 2022.

Shared Work

Total Plans in Effect

144

Total Employers Enrolled*

116

Total Employees**

4,287

As of Feb. 5, 2022.

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

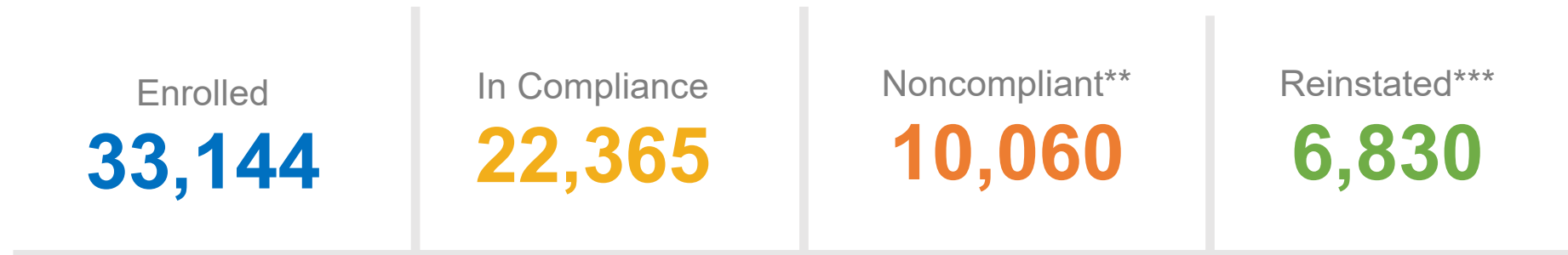
***This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

My Reemployment Plan

Active Claimants Enrolled*

5,598

Cumulative Totals



As of Feb. 11, 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.

Job Refusal Determinations



As of Feb. 5, 2022.

Fraud Case Status

Under Investigation*

3,421

Closed

2,366

Received

210

Status breakdown from fraud cases received from Sept. 1, 2021 to Feb. 14, 2022.

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