



UCMIC Report

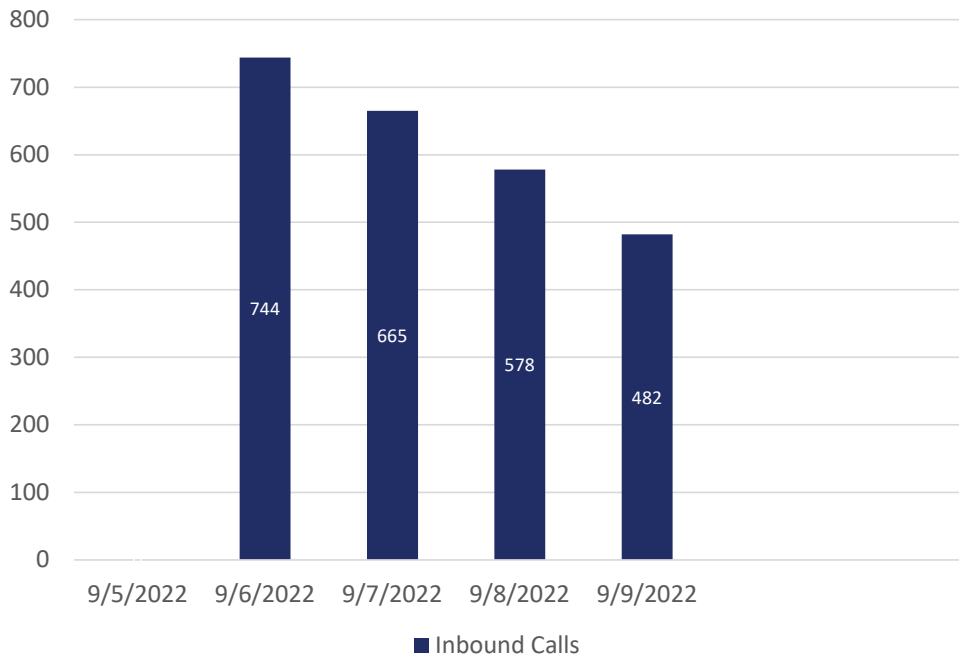
September 15, 2022

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

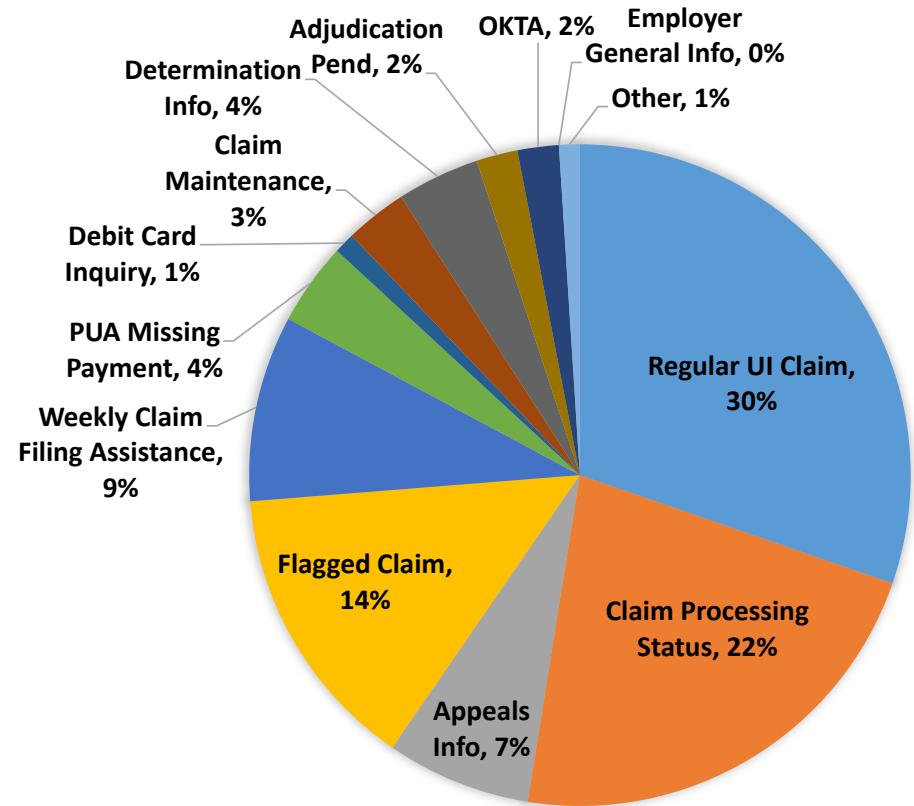
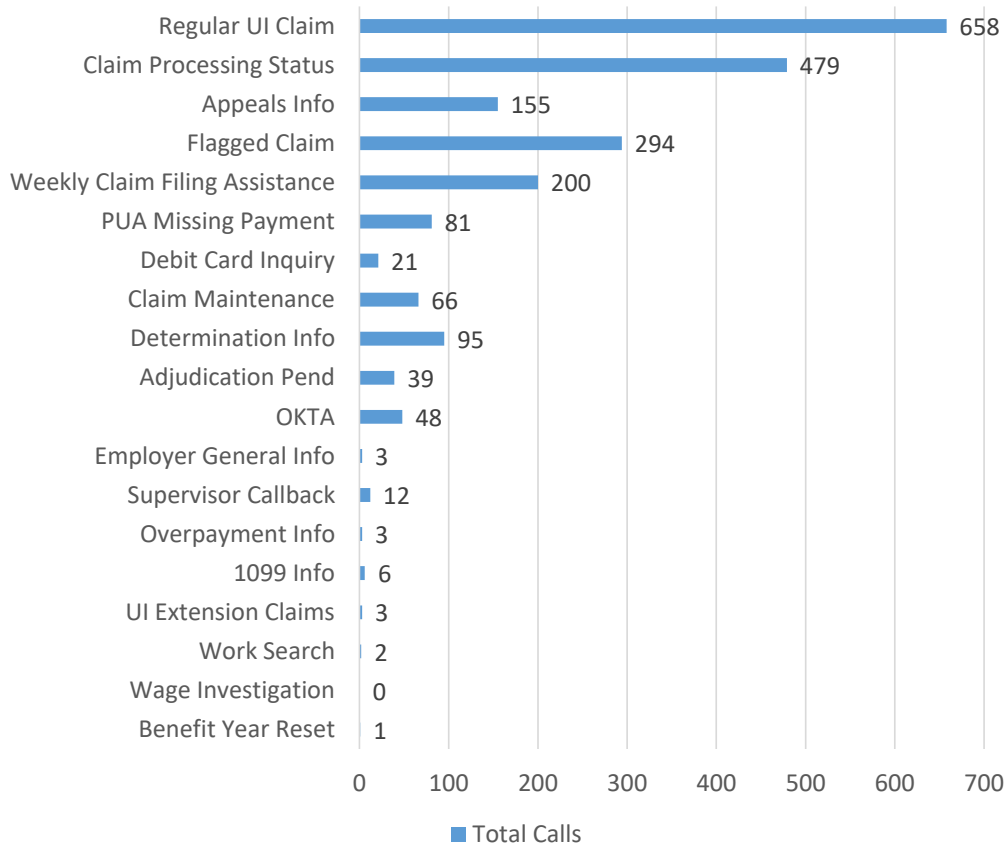


Call Metrics

	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
9/05/2022			
9/06/2022	16:58	0%	20%
9/07/2022	19:52	0%	20%
9/08/2022	21:02	0%	17%
9/09/2022	30:39	0%	15%

Call Drivers

September 5, 2022 – September 9, 2022



Surge Capacity

KDOL

Call Center
30

Adjudications
20

Training & QA
Team
7

Accenture

Claim Support
0

PUA Contact
Center
0

Fraud Ops
0

As of September 9, 2022.

Shared Work



As of September 9, 2022.

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

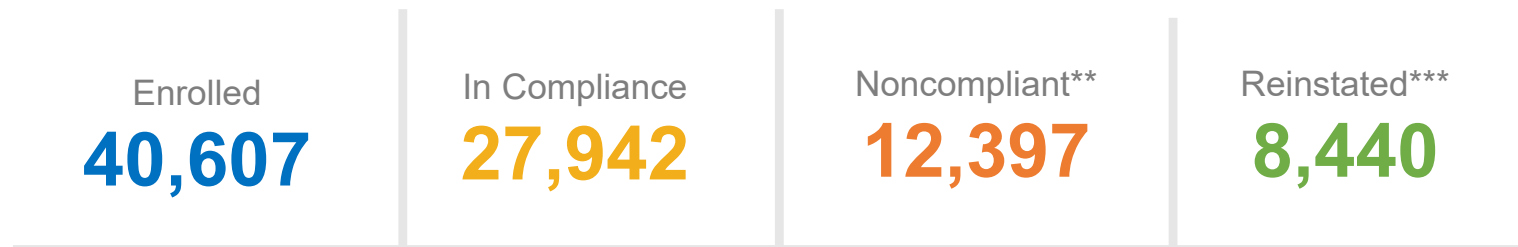
***This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

My Reemployment Plan

Active Claimants Enrolled*

2,639

Cumulative Totals



As of September 9, 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.

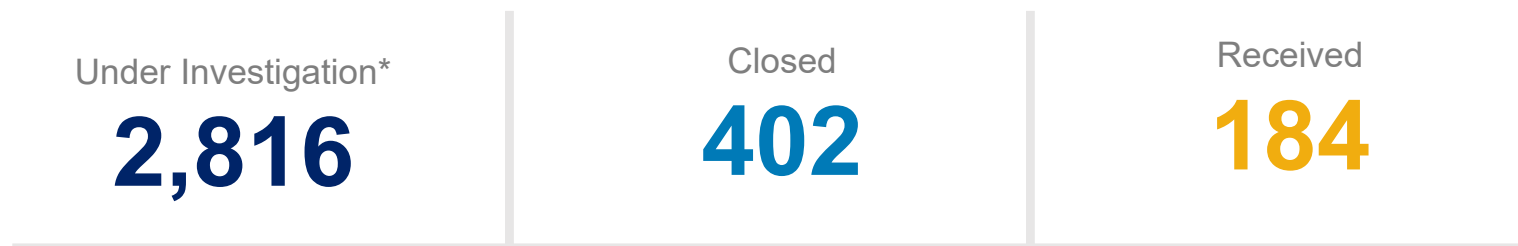
Kansas Department of Labor, Communications Division, 401 SW Topeka Blvd. Topeka, KS 66603 Phone: (785) 296-0901 Fax: (785) 296-0753 Email: KDOL.Communications@ks.gov Web: dol.ks.gov

Job Refusal Determinations



As of September 9, 2022.

Fraud Case Status



Status breakdown from fraud cases received from Sept. 1, 2021 to September 9, 2022.

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