



UCMIC Report

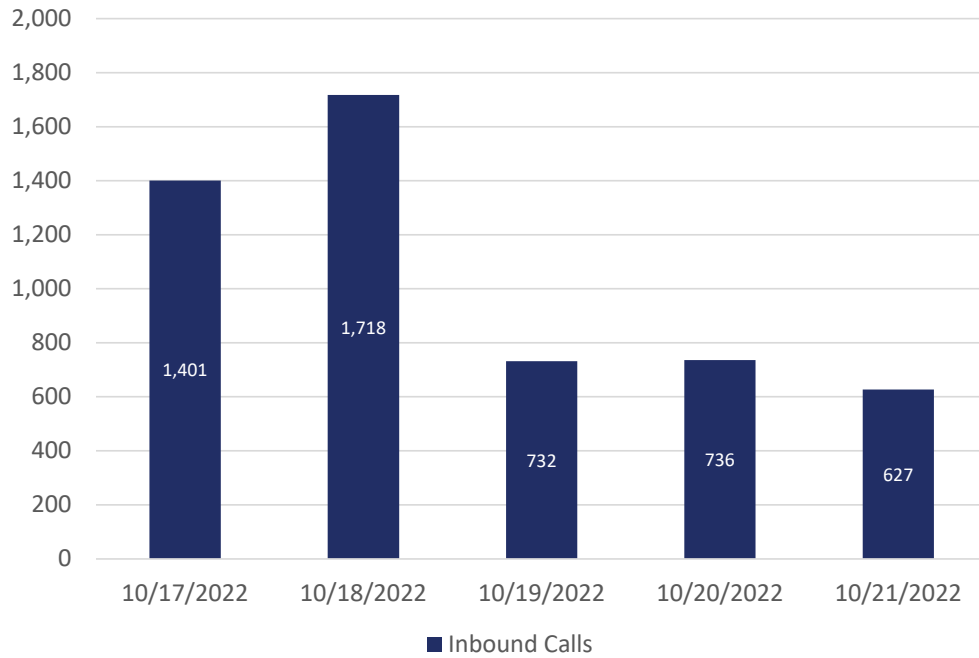
October 30, 2022

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Topeka, KS 66603
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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

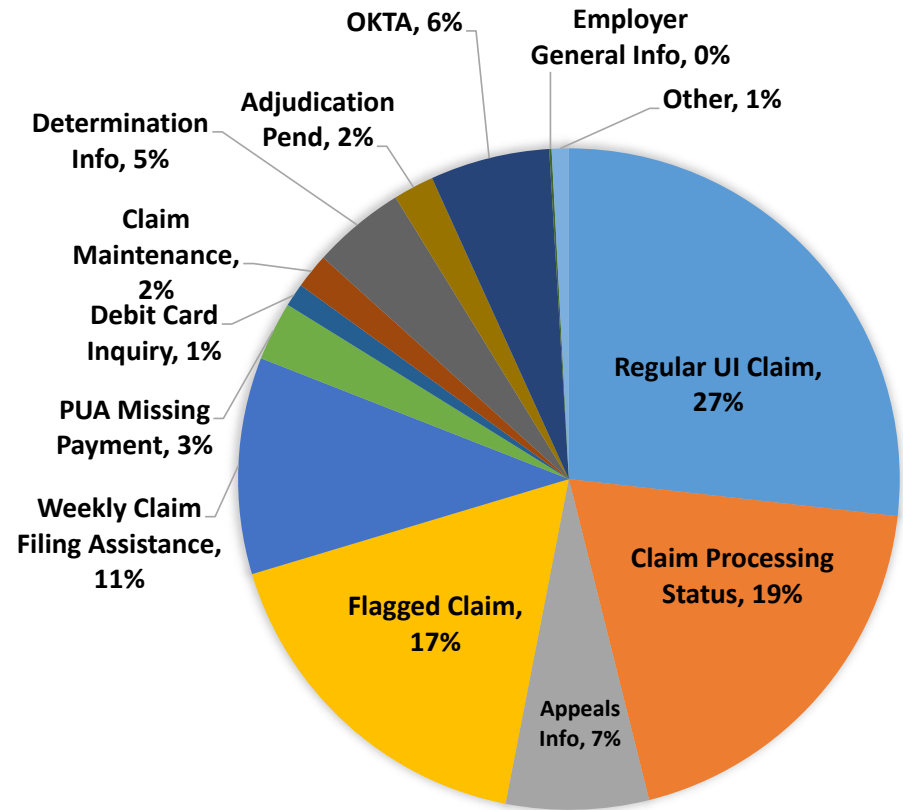
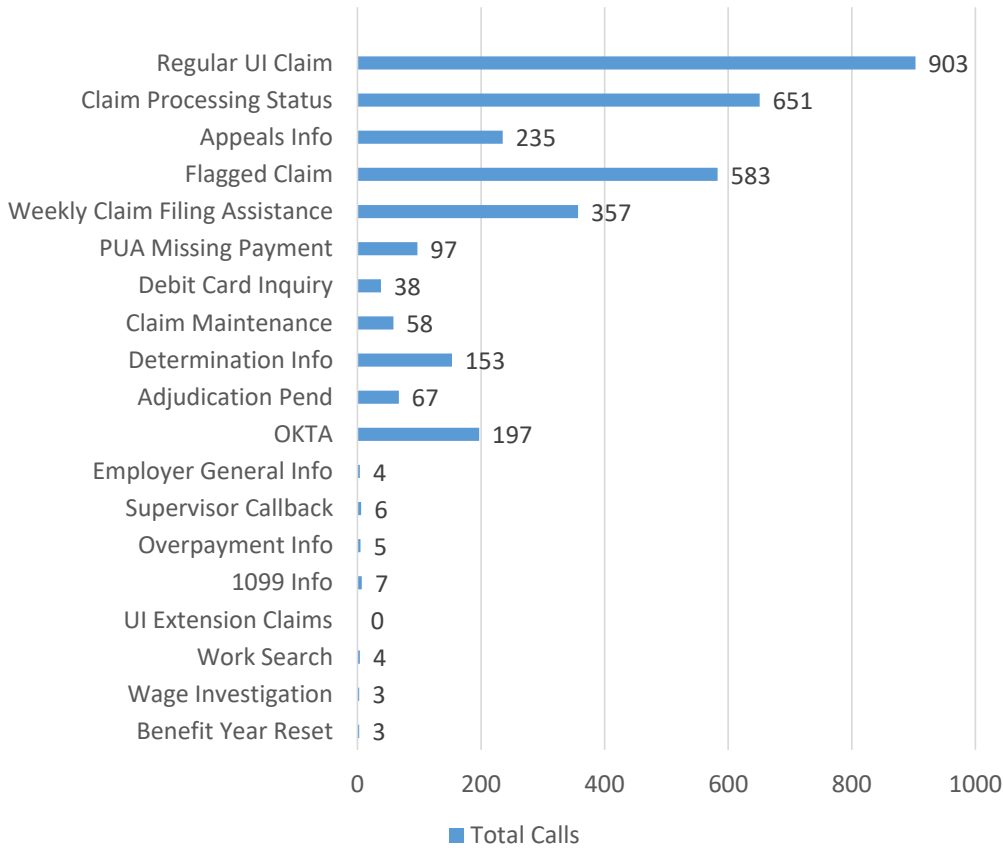


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
10/17/2022	15:11	38%	57%
10/18/2022	8:31	47%	66%
10/19/2022	25:38	51%	19%
10/20/2022	14:55	63%	19%
10/21/2022	16:26	65%	14%

Call Drivers

October 17, 2022 – October 21, 2022



Surge Capacity

KDOL



As of October 21, 2022.

Shared Work



As of October 21, 2022.

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

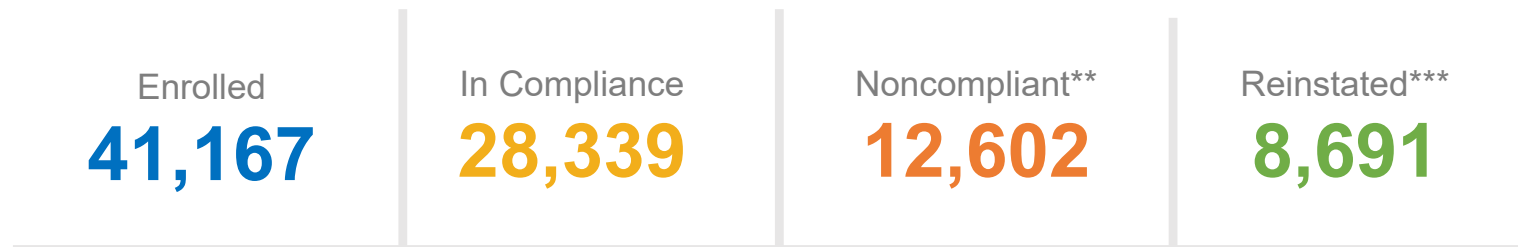
***This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

My Reemployment Plan

Active Claimants Enrolled*

2,440

Cumulative Totals



As of October 21, 2022.

*Indicates claimants who applied for UI benefits for the week ending October 7 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.

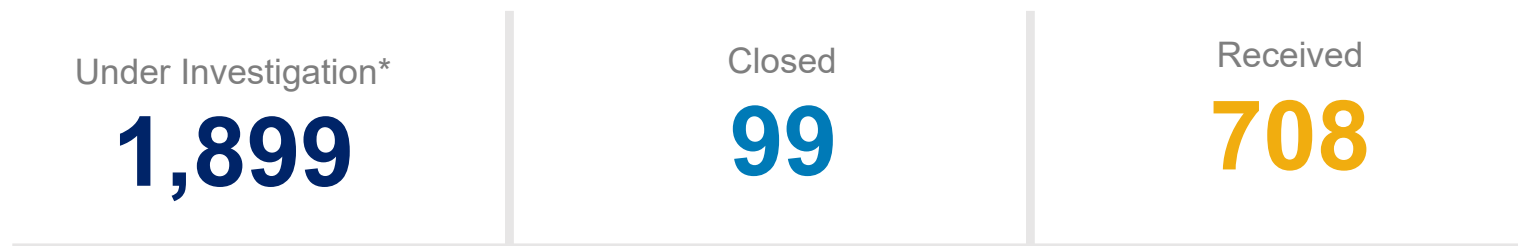
Kansas Department of Labor, Communications Division , 401 SW Topeka Blvd. Topeka, KS 66603 Phone: (785) 296-0901 Fax: (785) 296-0753 Email: KDOL.Communications@ks.gov Web: dol.ks.gov

Job Refusal Determinations



As of October 21, 2022.

Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, to October 21, 2022.

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