



UCMIC Report

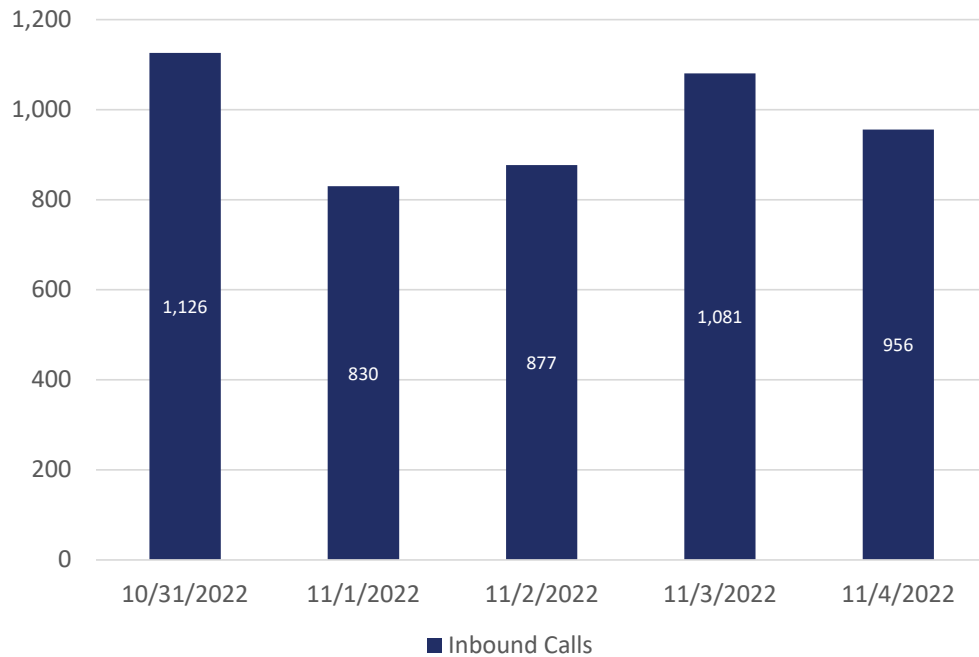
November 11, 2022

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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 Volume

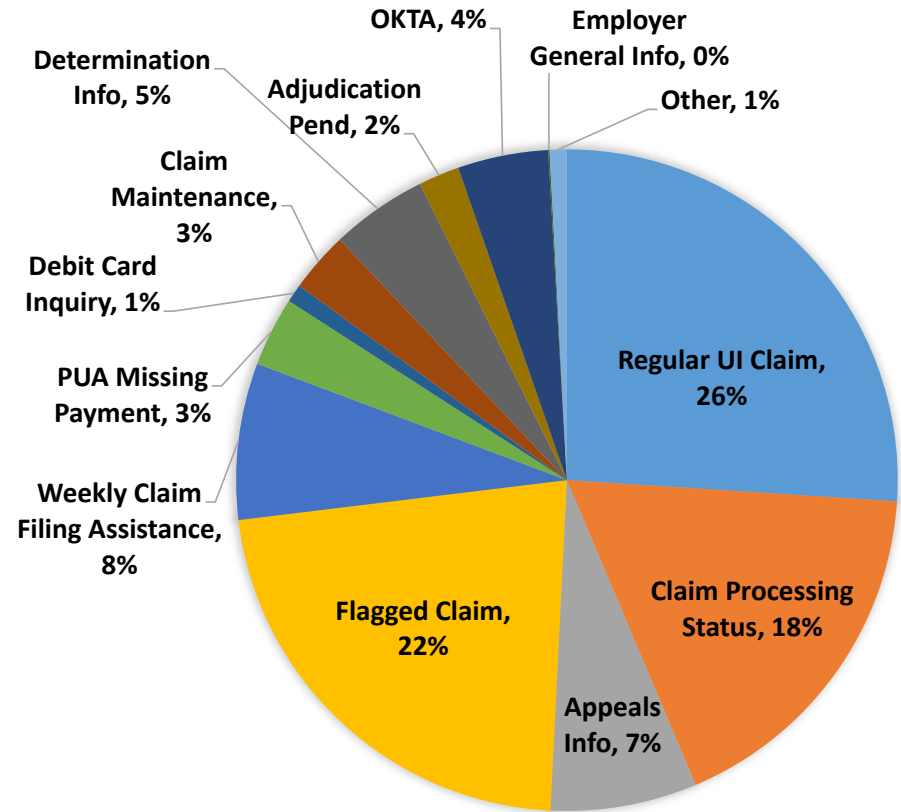
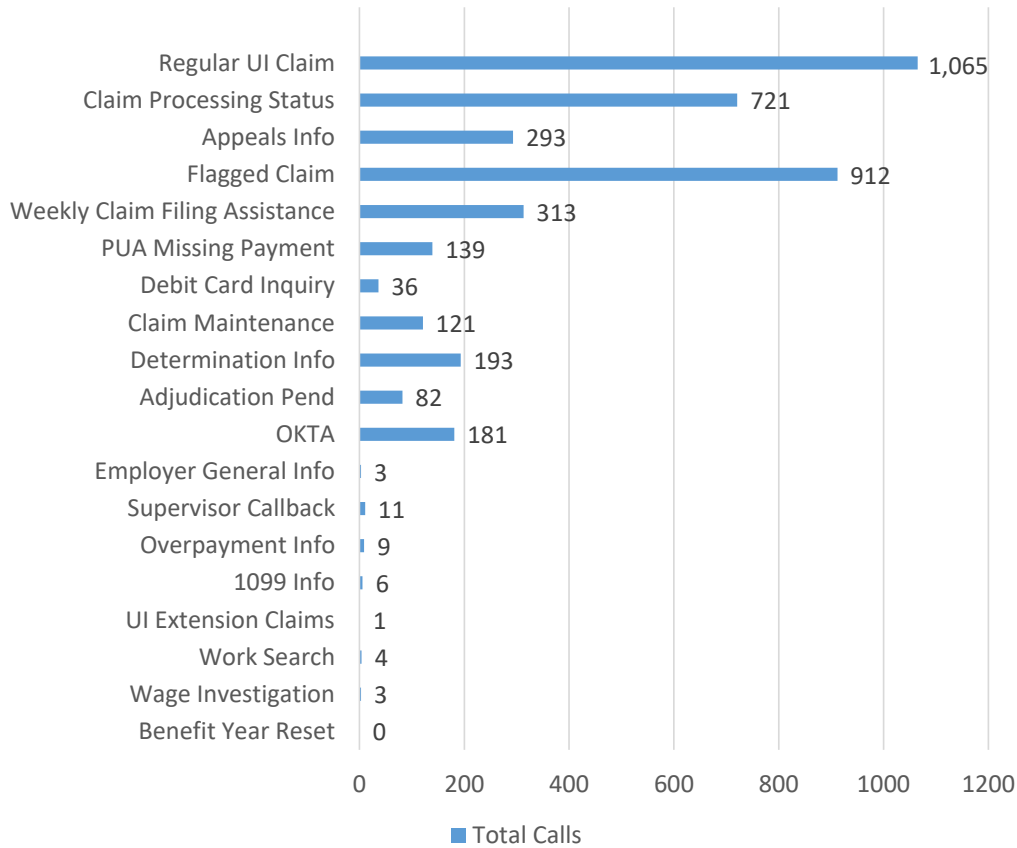


Call Metrics

| | Average Speed to Answer | Unique Callers Helped | Calls Abandoned |
|-------------------|-------------------------|-----------------------|-----------------|
| 10/31/2022 | 13:28 | 44% | 35% |
| 11/01/2022 | 22:58 | 47% | 34% |
| 11/02/2022 | 15:01 | 57% | 32% |
| 11/03/2022 | 13:42 | 67% | 35% |
| 11/04/2022 | 11:45 | 69% | 34% |

Call Drivers

October 31, 2022 – November 4, 2022



Surge Capacity

KDOL



As of November 4, 2022.

Shared Work

Total Plans in Effect

71

Total Employers Enrolled*

60

Total Employees**

2,815

As of November 4, 2022.

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

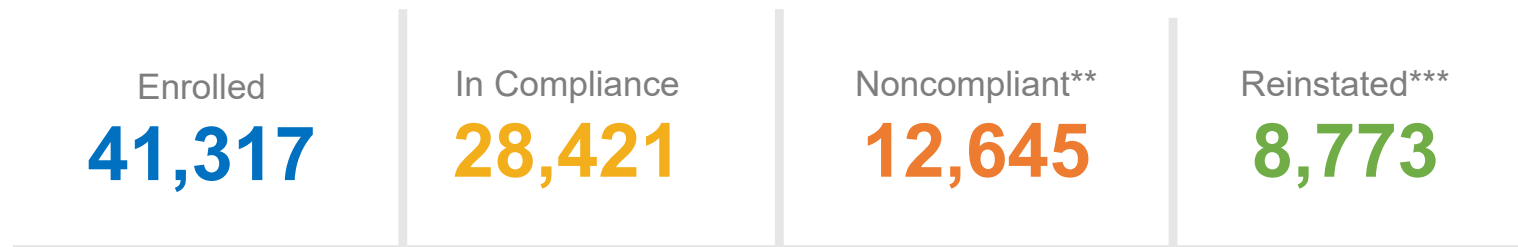
***This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

My Reemployment Plan

Active Claimants Enrolled*

2,507

Cumulative Totals



As of November 4, 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.

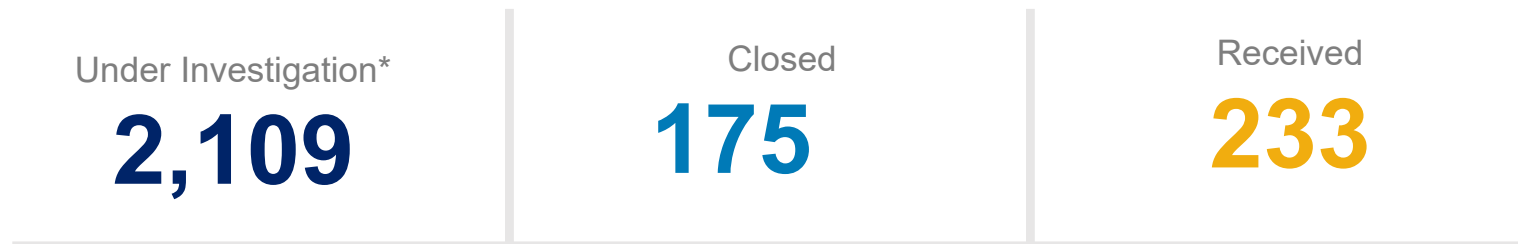
Kansas Department of Labor, Communications Division, 401 SW Topeka Blvd. Topeka, KS 66603 Phone: (785) 296-0901 Fax: (785) 296-0753 Email: KDOL.Communications@ks.gov Web: dol.ks.gov

Job Refusal Determinations



As of November 4, 2022.

Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, to November 4, 2022.

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