



# UCMIC Report

December 30, 2022

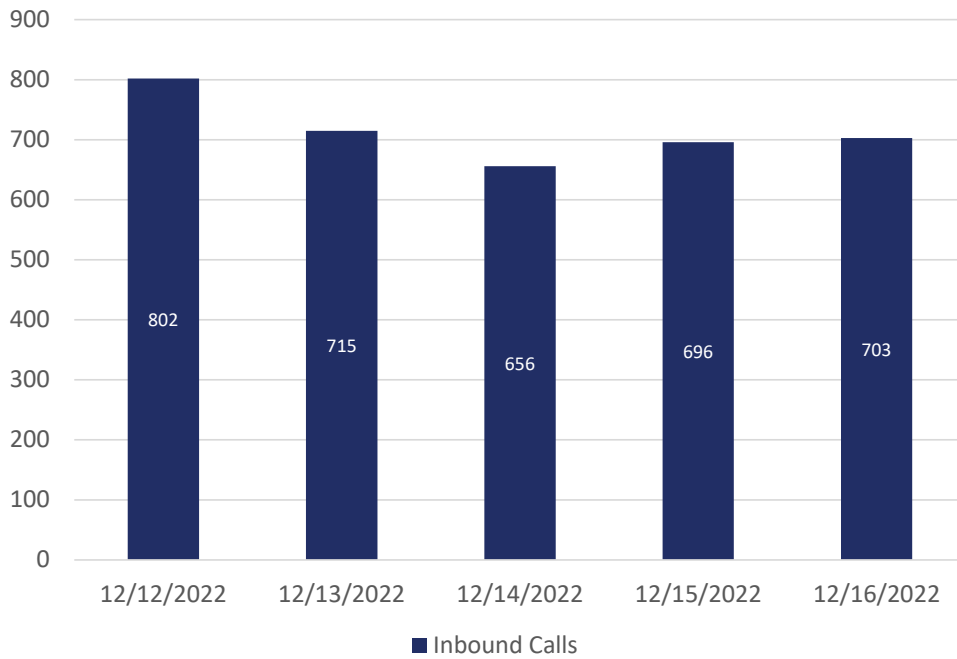
---

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

Amber Shultz, Secretary  
Laura Kelly, Governor

# Call Center Performance Metrics

## Call Volume

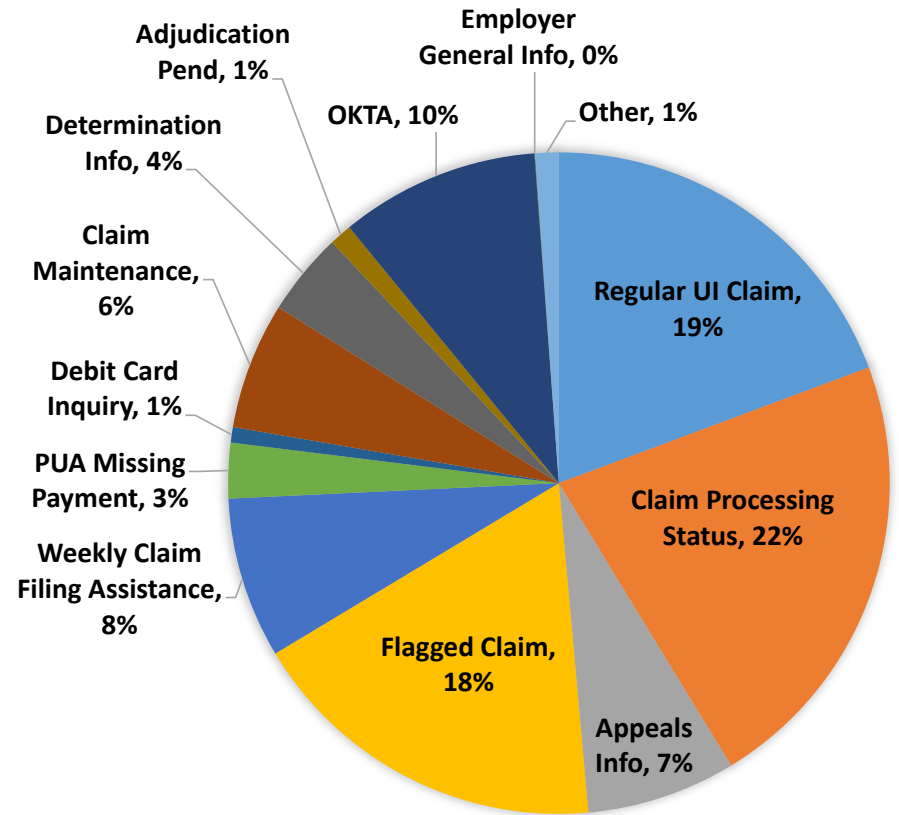
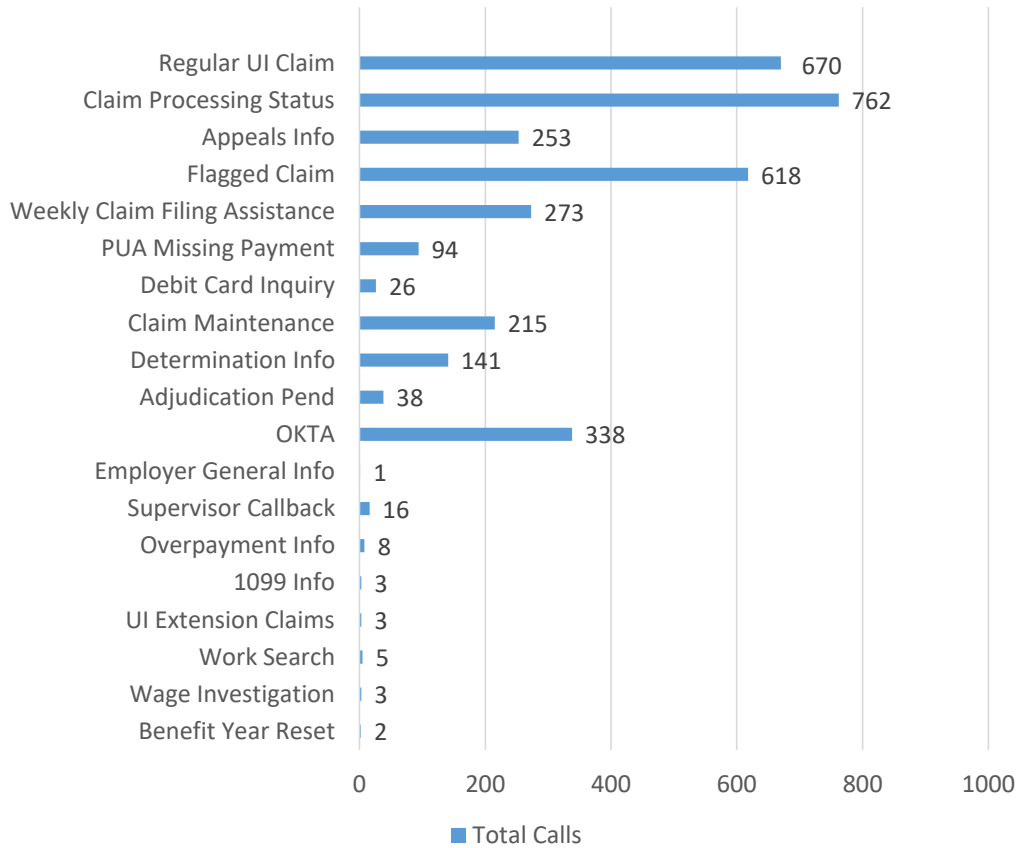


## Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>12/12/2022</b>	30:26	32%	17%
<b>12/13/2022</b>	40:22	32%	20%
<b>12/14/2022</b>	27:08	35%	18%
<b>12/15/2022</b>	32:53	40%	16%
<b>12/16/2022</b>	35:39	40%	18%

# Call Drivers

December 12, 2022 – December 16, 2022



# Surge Capacity

**KDOL**



*As of December 19, 2022.*

# Shared Work



As of December 16, 2022.

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

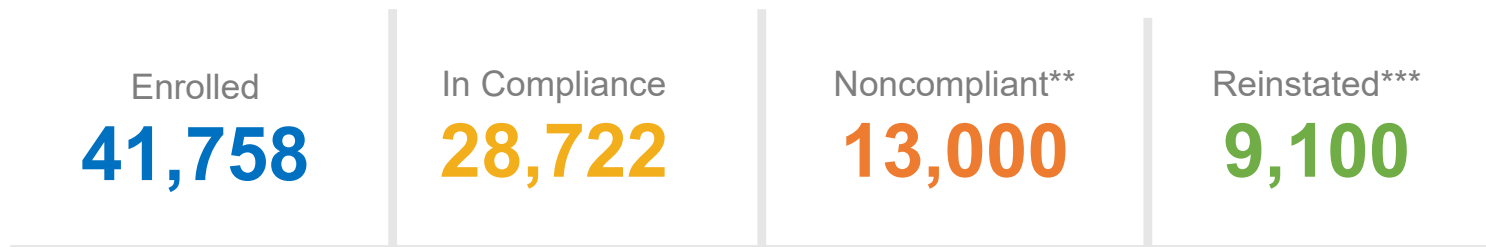
*\*\*This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

# My Reemployment Plan

Active Claimants Enrolled\*

**2,993**

## Cumulative Totals



As of December 16, 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.

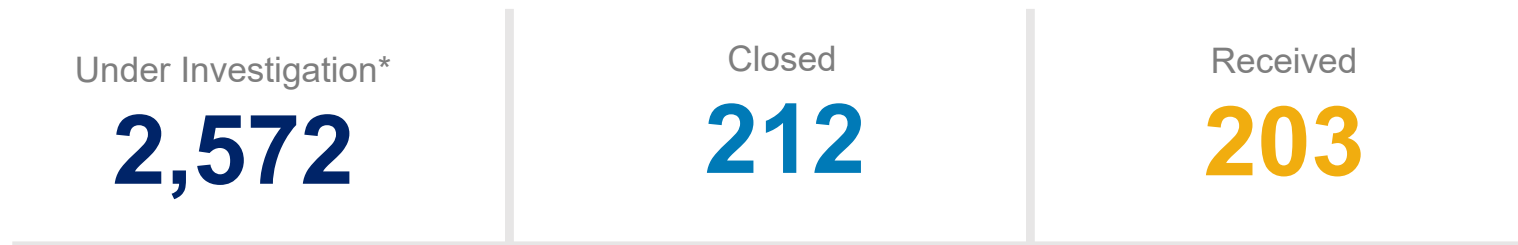
Kansas Department of Labor, Communications Division , 401 SW Topeka Blvd. Topeka, KS 66603 Phone: (785) 296-0901 Fax: (785) 296-0753 Email: KDOL.Communications@ks.gov Web: dol.ks.gov

# Job Refusal Determinations



As of December 16, 2022.

# Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, to December 19, 2022.

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