



# UCMIC Report

August 15, 2022

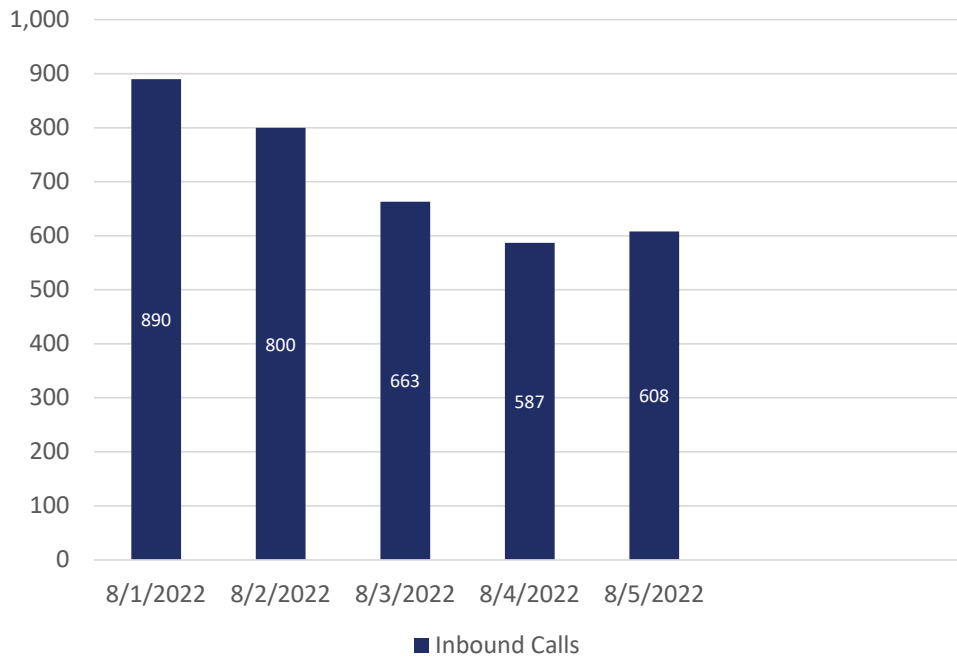
---

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

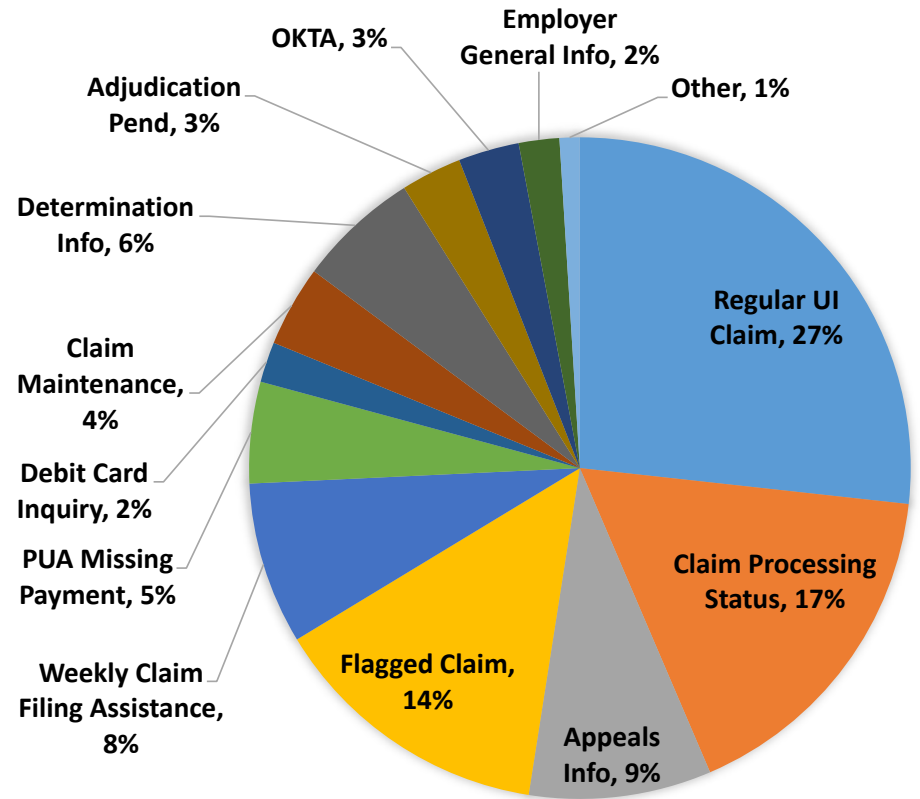
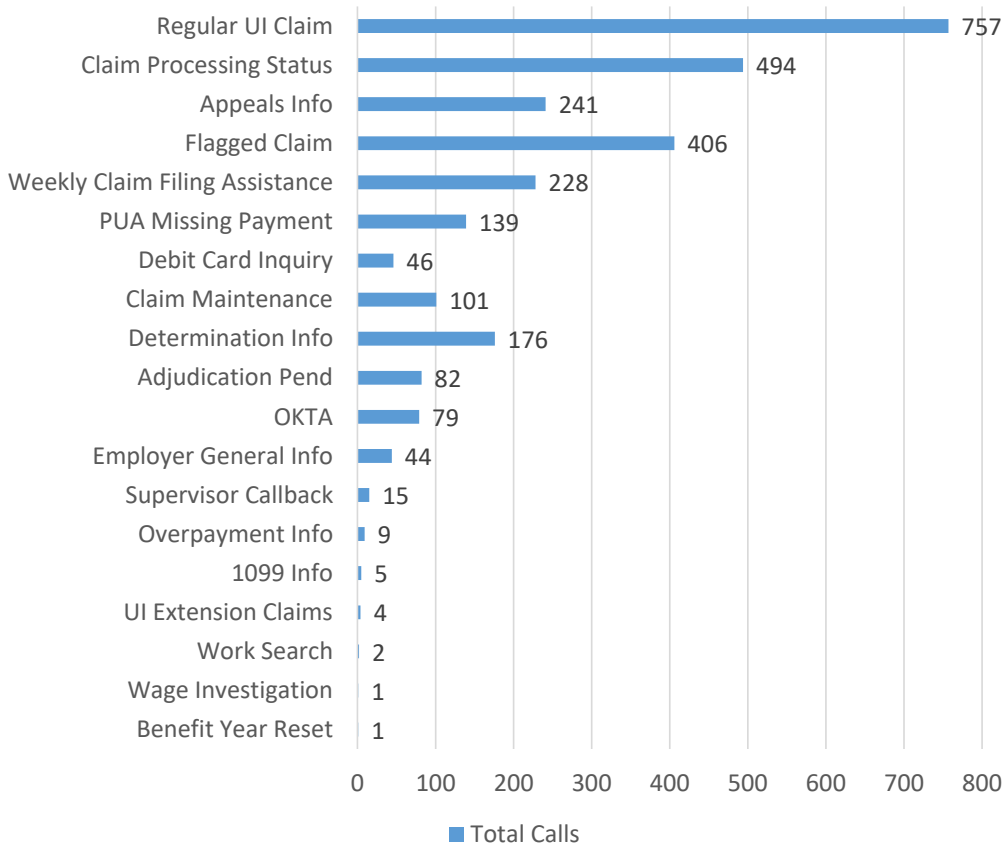


## Call Metrics

	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>8/01/2022</b>	23:58	38%	29%
<b>8/02/2022</b>	25:56	43%	25%
<b>8/03/2022</b>	19:59	38%	21%
<b>8/04/2022</b>	24:26	41%	17%
<b>8/05/2022</b>	23:51	40%	20%

# Call Drivers

August 1, 2022 – August 5, 2022



# Surge Capacity

## KDOL

Call Center  
**28**

Adjudications  
**22**

Training & QA  
Team  
**8**

## Accenture

Claim Support  
**0**

PUA Contact  
Center  
**0**

Fraud Ops  
**0**

*As of August 5, 2022.*

# Shared Work



As of August 5, 2022.

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

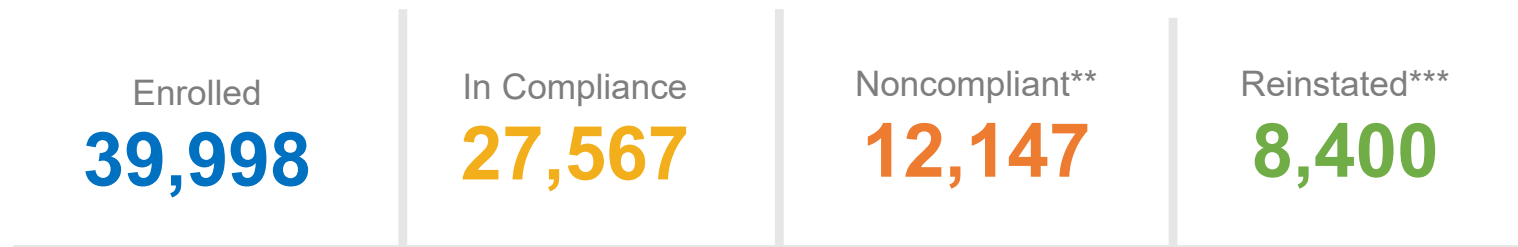
*\*\*This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

# My Reemployment Plan

Active Claimants Enrolled\*

**3,122**

## Cumulative Totals



As of August 5, 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.

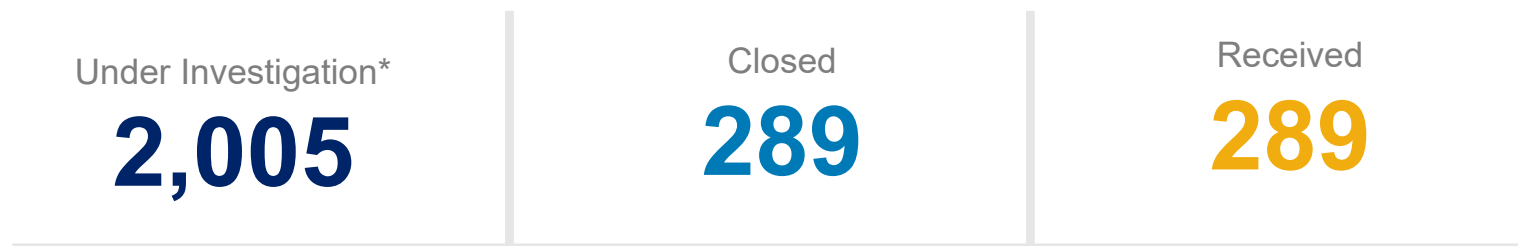
Kansas Department of Labor, Communications Division, 401 SW Topeka Blvd. Topeka, KS 66603 Phone: (785) 296-0901 Fax: (785) 296-0753 Email: KDOL.Communications@ks.gov Web: dol.ks.gov

# Job Refusal Determinations



As of August 5, 2022.

# Fraud Case Status



Status breakdown from fraud cases received from Sept. 1, 2021 to August 5, 2022.

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