



UCMIC Report

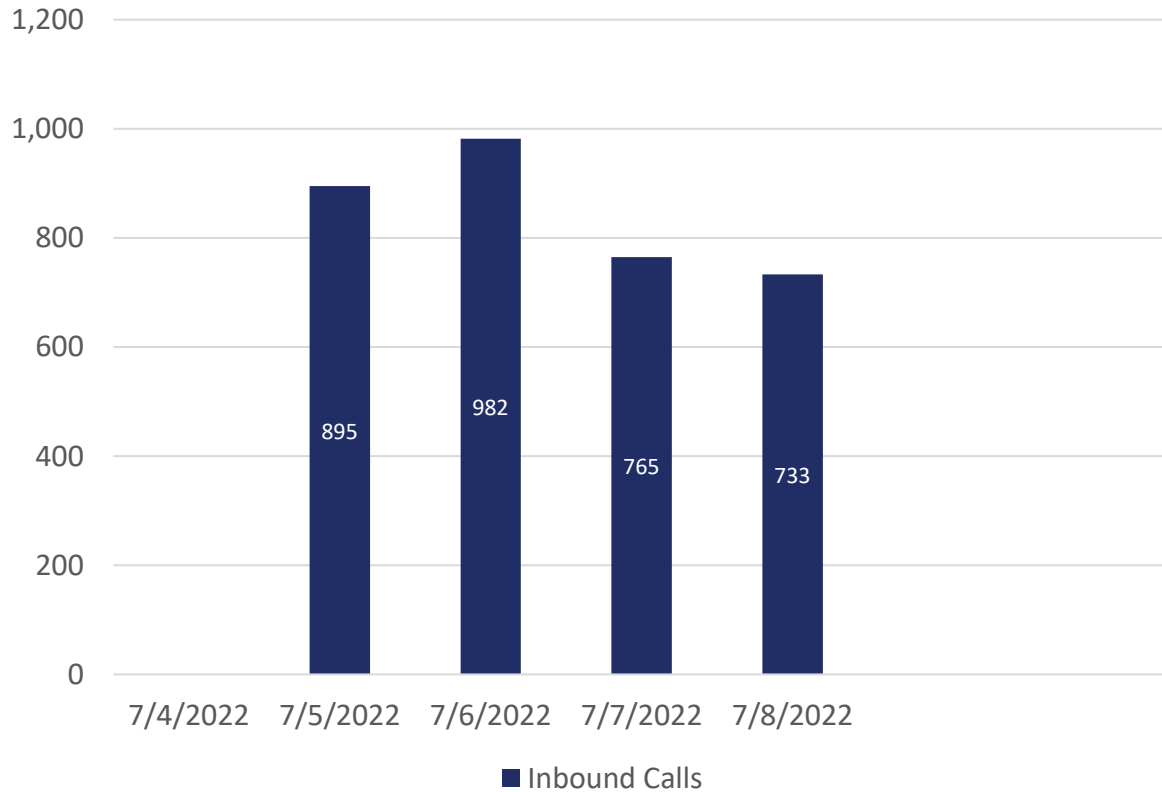
July 15, 2022

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

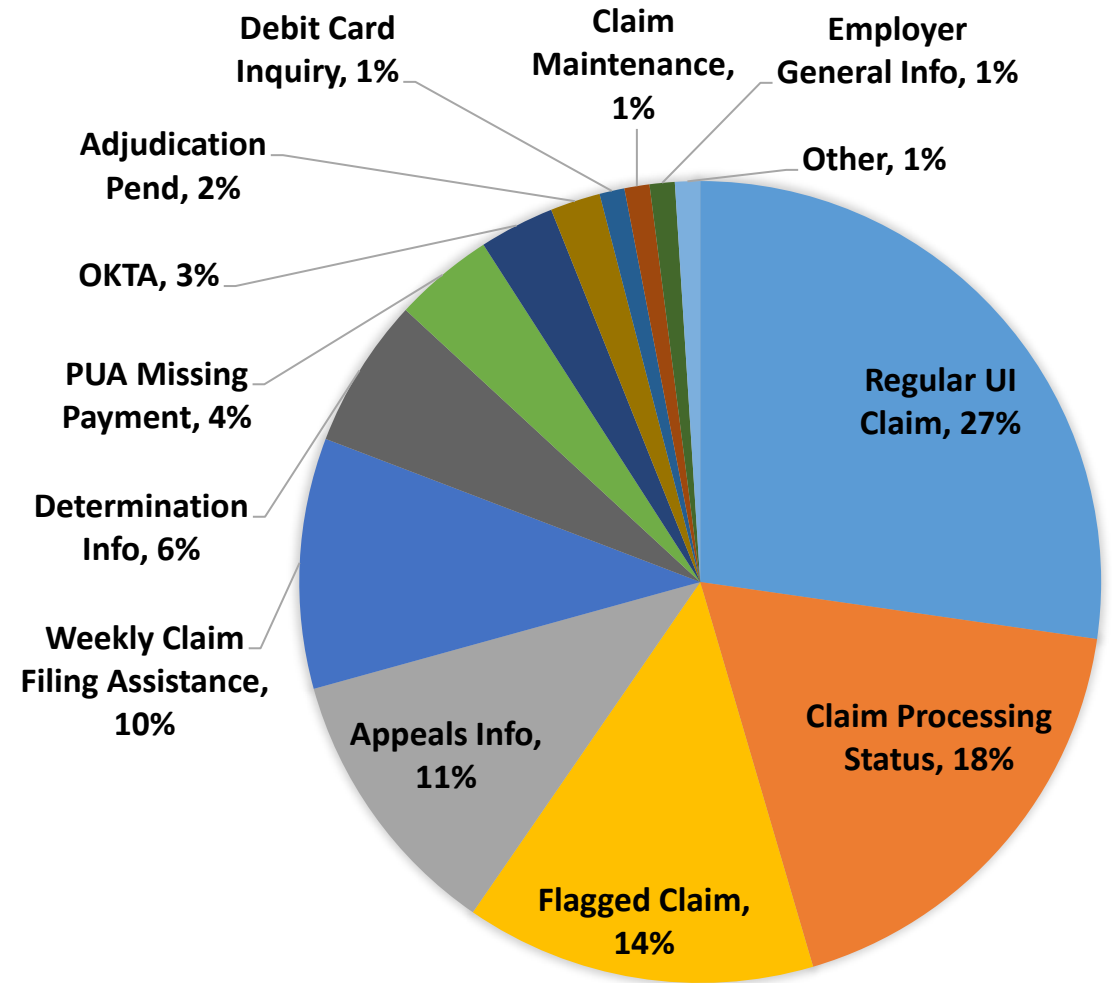
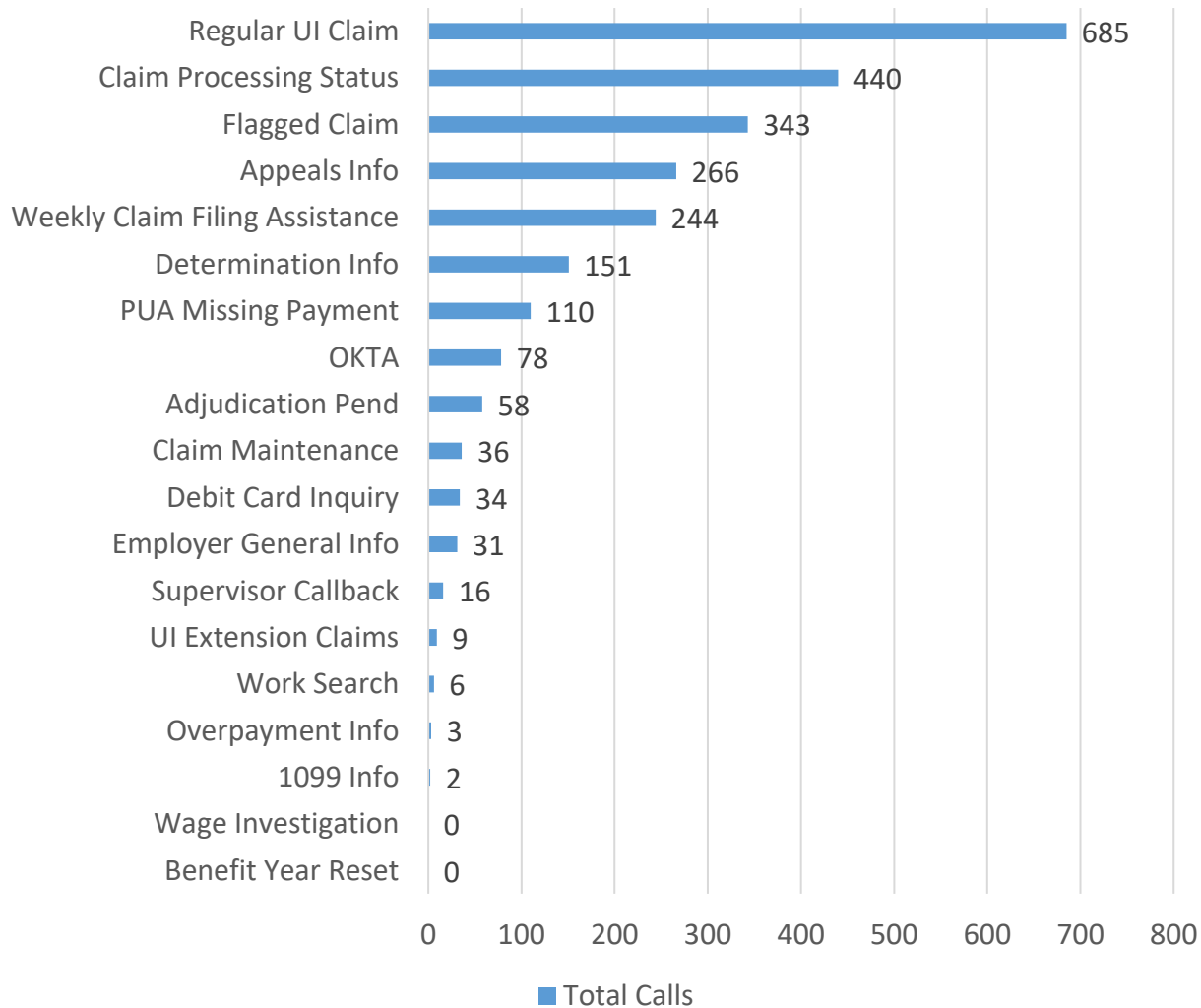


Call Metrics

	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
7/4/2022	Call Center Closed		
7/5/2022	33:38	38%	30%
7/6/2022	28:08	44%	36%
7/7/2022	24:17	39%	34%
7/8/2022	25:58	45%	22%

Call Drivers

July 4, 2022 – July 8, 2022



Surge Capacity

KDOL	Call Center 31	Adjudications 20	Training & QA Team 7
Accenture	Claim Support 0	PUA Contact Center 0	Fraud Ops 0

As of July 8, 2022.

Shared Work

Total Plans in Effect

83

Total Employers Enrolled*

72

Total Employees**

3,058

As of July 8, 2022.

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

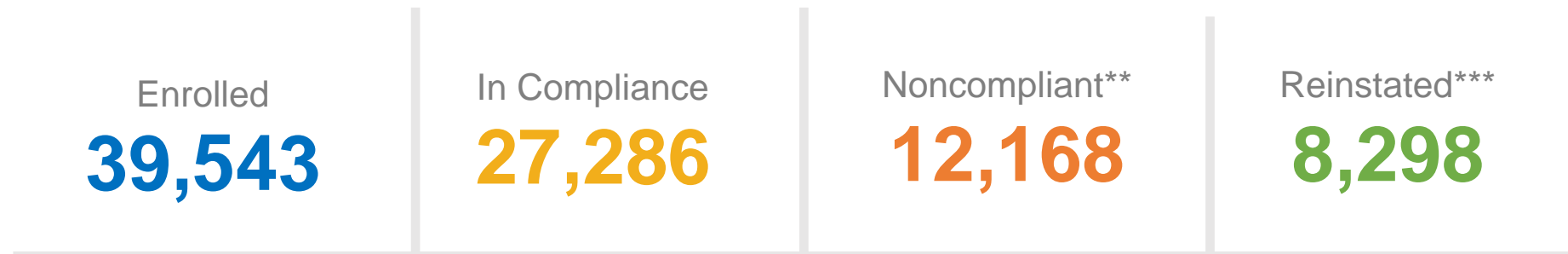
***This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

My Reemployment Plan

Active Claimants Enrolled*

2,781

Cumulative Totals



As of July 8, 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.

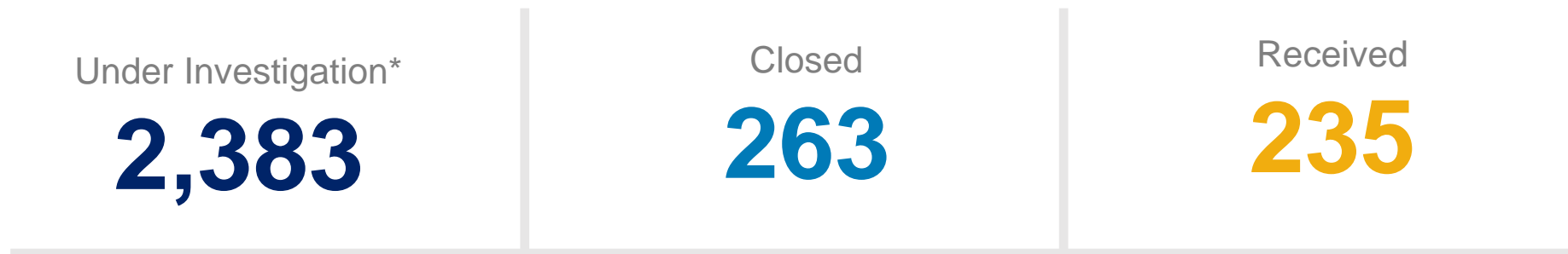
*** These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.

Job Refusal Determinations



As of July 8, 2022.

Fraud Case Status



Status breakdown from fraud cases received from Sept. 1, 2021 to July 8, 2022.

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