

# **UCMIC Report**

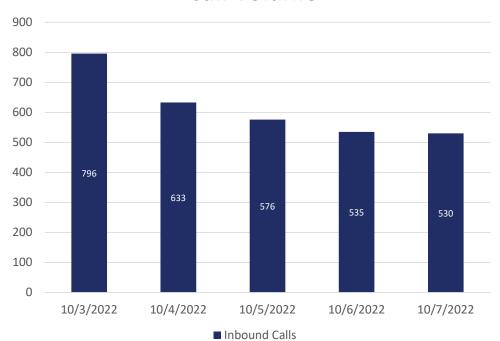
October 15, 2022 -

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

Amber Shultz, Secretary Laura Kelly, Governor

### **Call Center Performance Metrics**

### **Call Volume**

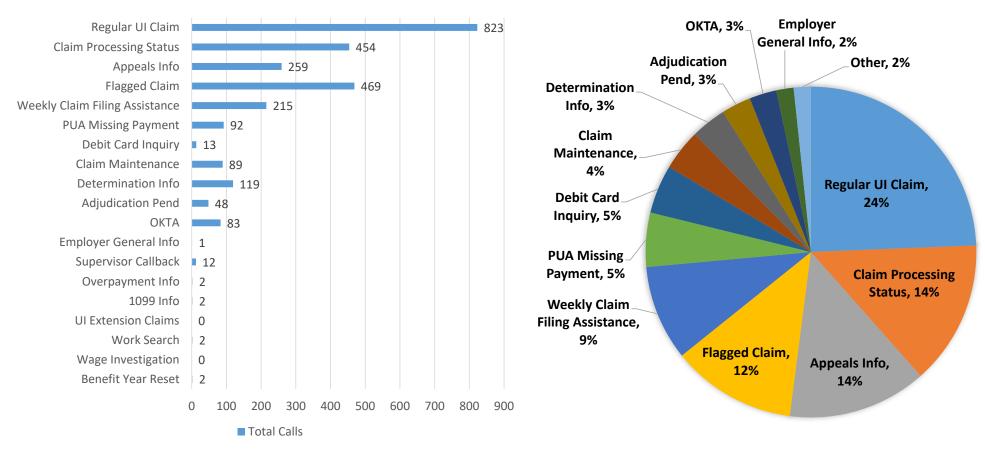


### **Call Metrics**

|           | Average<br>Speed to<br>Answer | Unique<br>Callers<br>Helped | Calls<br>Abandoned |
|-----------|-------------------------------|-----------------------------|--------------------|
| 10/3/2022 | 31:38                         | 36%                         | 29%                |
| 10/4/2022 | 26:27                         | 34%                         | 24%                |
| 10/5/2022 | 31:13                         | 30%                         | 26%                |
| 10/6/2022 | 35:50                         | 32%                         | 22%                |
| 10/7/2022 | 40:21                         | 41%                         | 16%                |

### **Call Drivers**

#### October 3, 2022 – October 7, 2022



# **Surge Capacity**

**KDOL** 

Call Center

36

Adjudications

19

Training & QA Team

8

As of October 7, 2022.



# **Shared Work**

Total Plans in Effect

66

Total Employers Enrolled\*

**59** 

Total Employees\*\*

2,669

As of October 7, 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\*

2,495

#### **Cumulative Totals**

Enrolled

40,941

In Compliance

28,177

Noncompliant\*\*

12,516

Reinstated\*\*\*

8,621

As of October 7, 2022.



<sup>\*</sup>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

<sup>\*\*</sup>These are claimants who have currently failed to meet MRP requirements. These claimants can be reinstated in the program in certain situations.

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

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# **Job Refusal Determinations**

**Total Determinations** 

175

Total Claimants Denied
Benefits as Result of
Determination

151

Total Claimants Found to Have Good Cause for Job Refusal

24

As of October 7, 2022.



# **Fraud Case Status**

Under Investigation\*

2,624

Closed

259

Received

178

Status breakdown from fraud cases received from September 1, 2021, to October 7, 2022.



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