



UCMIC Report

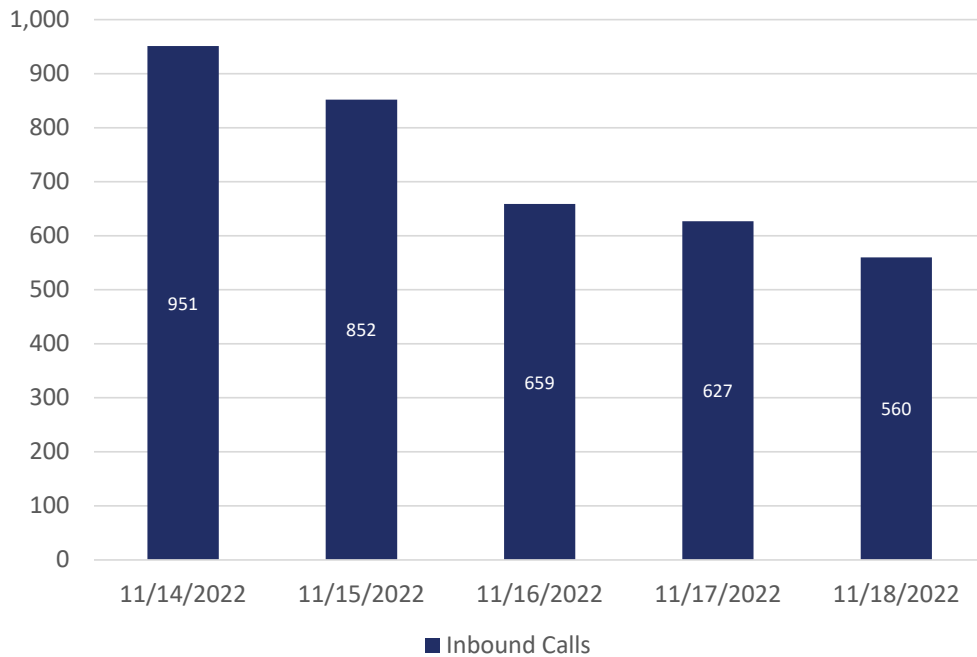
November 29, 2022

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Topeka, KS 66603
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dol.ks.gov

Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

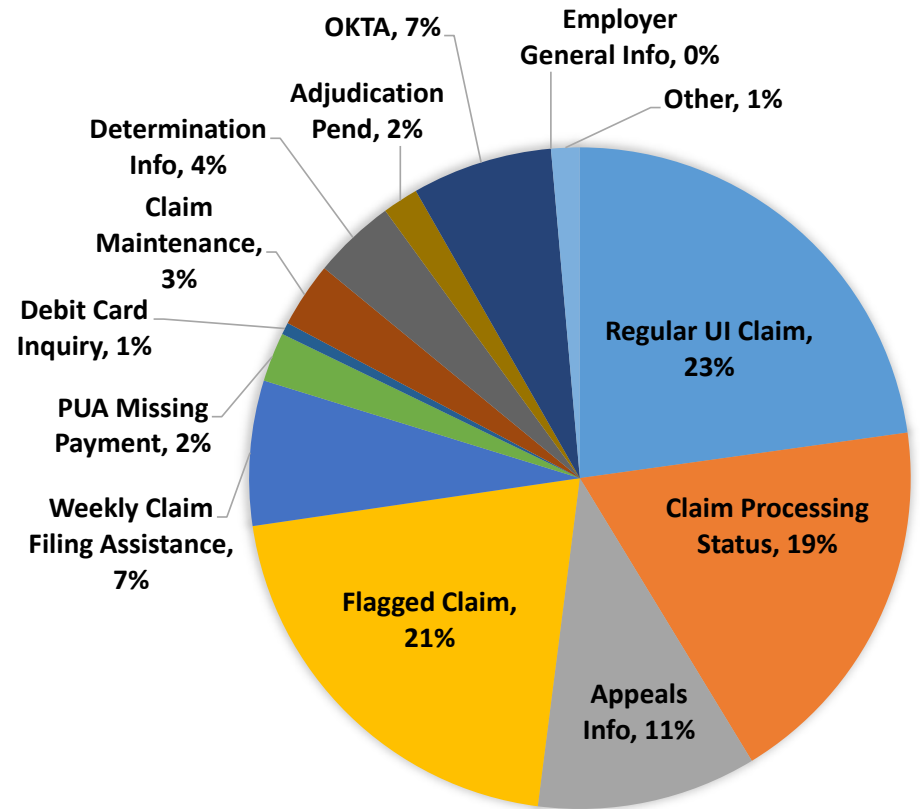
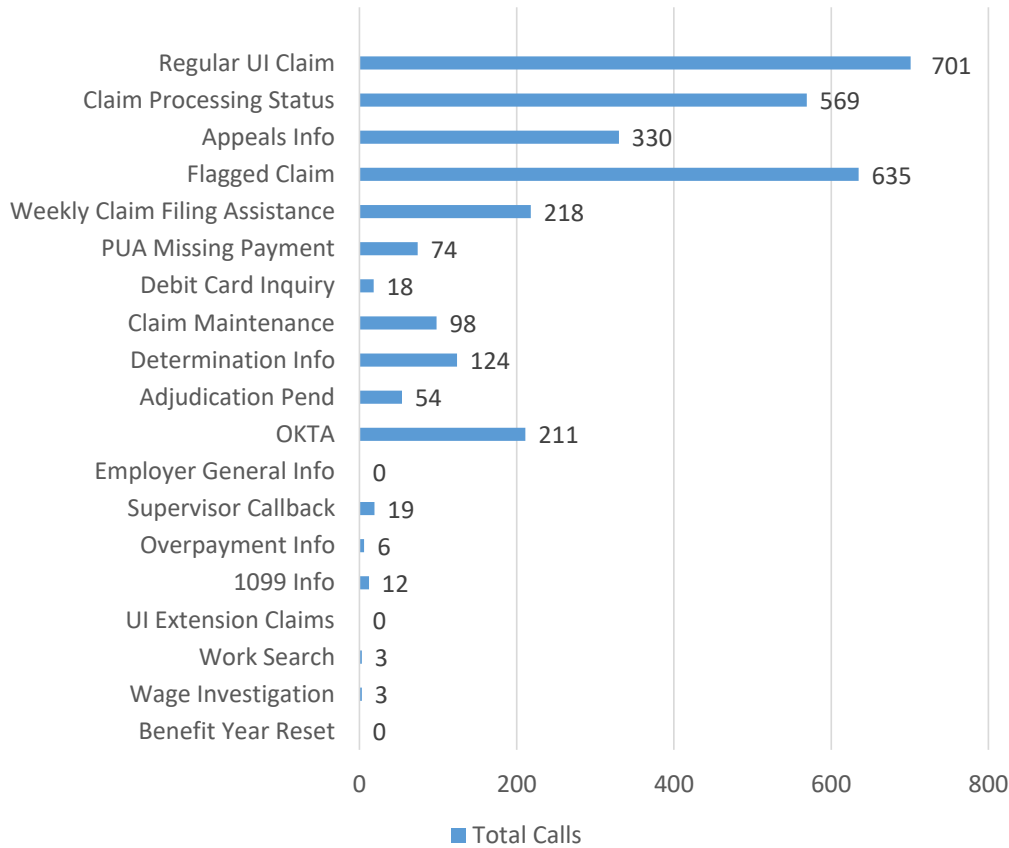


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
11/14/2022	16:44	32%	35%
11/15/2022	15:57	35%	32%
11/16/2022	14:56	29%	34%
11/17/2022	27:11	32%	31%
11/18/2022	38:38	Not Available	38%

Call Drivers

November 14, 2022 – November 18, 2022



Surge Capacity

KDOL



As of November 18, 2022.

Shared Work

Total Plans in Effect

72

Total Employers Enrolled*

61

Total Employees**

2,819

As of November 18, 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.*

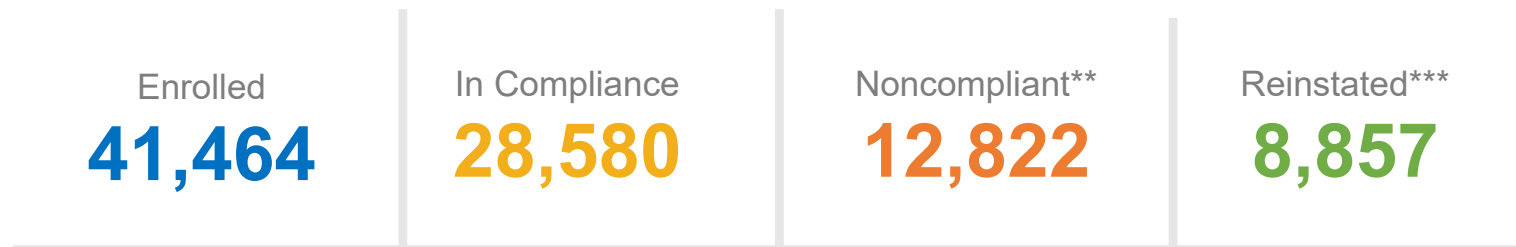
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My Reemployment Plan

Active Claimants Enrolled*

2,620

Cumulative Totals



As of November 18, 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.

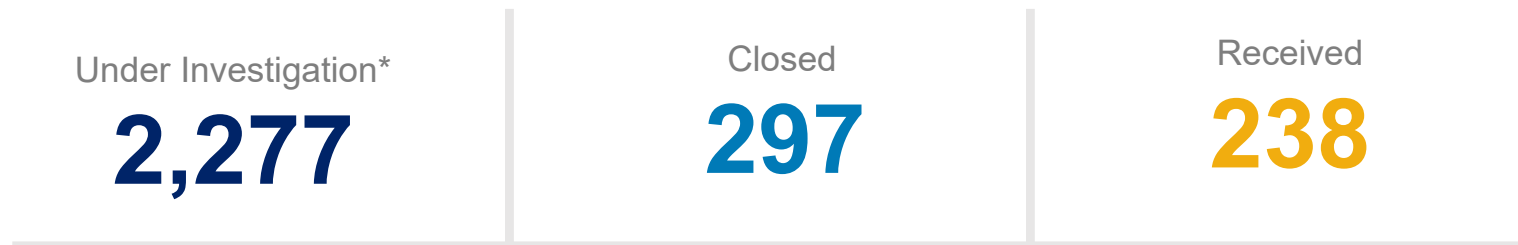
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Job Refusal Determinations



As of November 18, 2022.

Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, to November 18, 2022.

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