



UCMIC Report

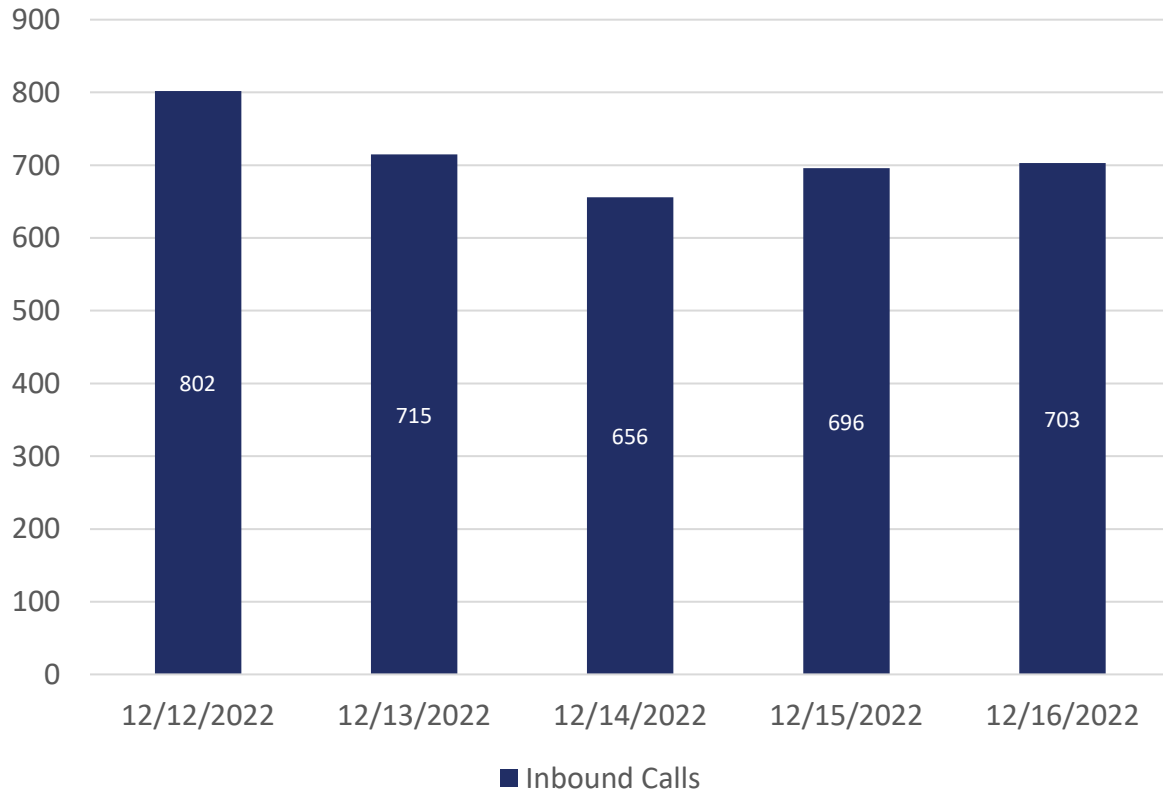
December 23, 2022

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

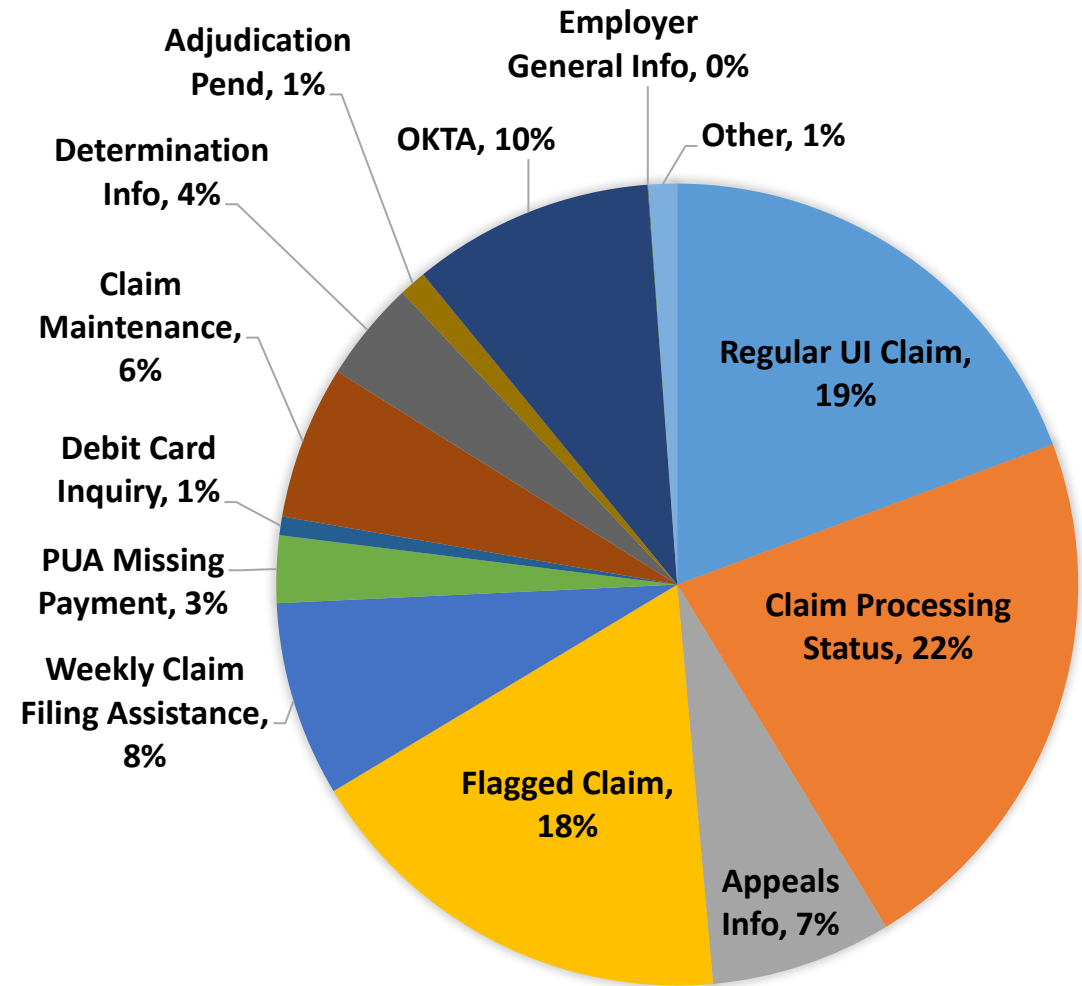
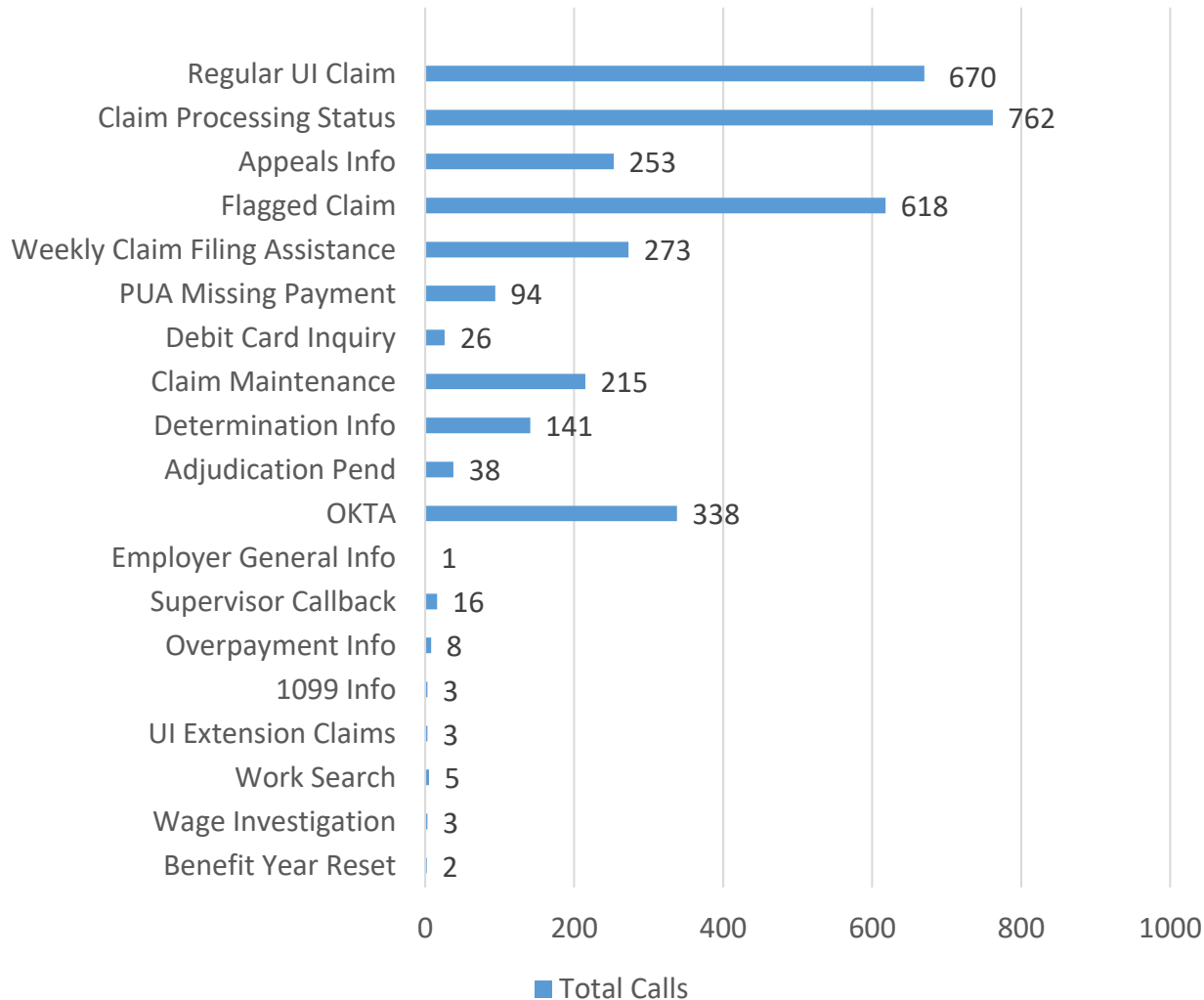


Call Metrics

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

Call Drivers

December 12, 2022 – December 16, 2022



Surge Capacity

KDOL



As of December 19, 2022.

Shared Work

Total Plans in Effect

74

Total Employers Enrolled*

60

Total Employees**

2,609

As of December 16, 2022.

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

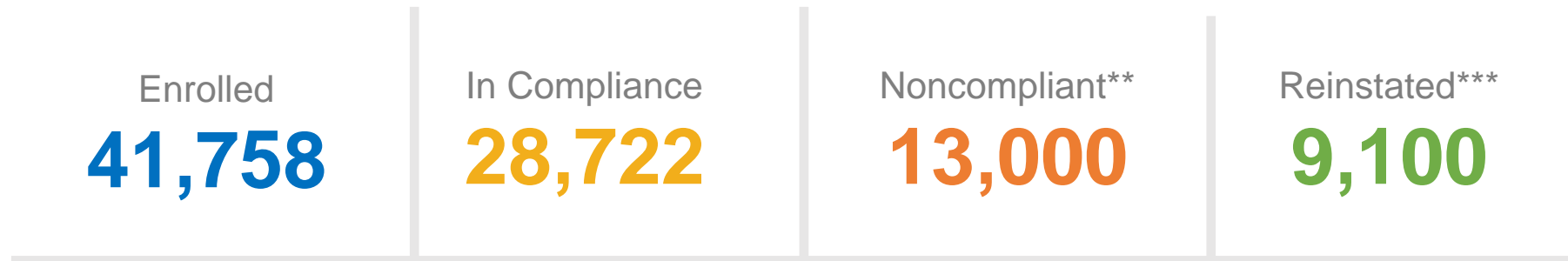
***This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

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.

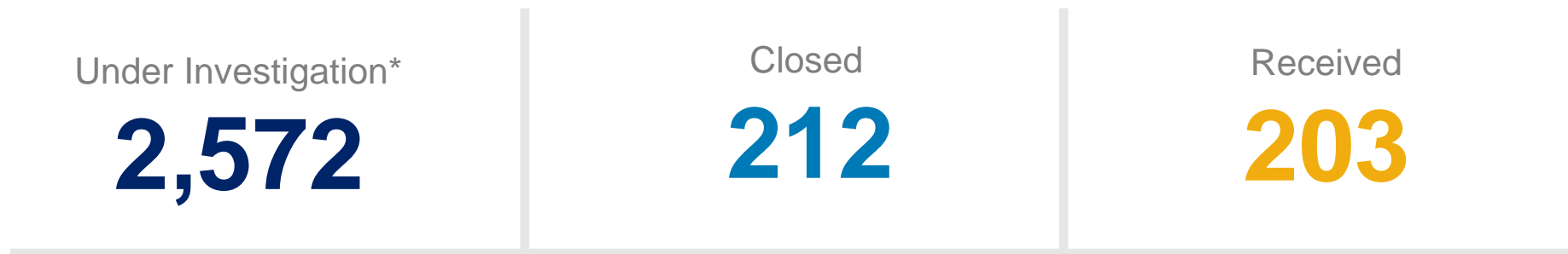
*** These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.

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.*