Potential Items Mentioned for KDOL Bi-monthly Reports

- Call center performance metrics—calls taken, wait times, disconnects, call backs
- The amount of surge capacity and types 1 and 2 resources
- Information distinguishing if calls to call center are IT infrastructure problems or unemployment claim issue problems
- Number of claims flagged for fraud
- Total number of claimants pending a final decision by week
- Number of active fraud investigations by category of fraud
- Number of people approved for payment and the number of people owed benefits
- Number of shared work plans and participants
- Information concerning progress of My Re-Employment Plan referrals
- Information concerning progress of work refusal reports and investigations
- Information concerning ongoing personnel needs associated with modernization—training, staff, and USDOL requirements
- Information concerning what aspects of claims process are causing problems for claimants and employers
- Information concerning fraud security checks, including facial recognition and bank account verification technology