



UIMC Report

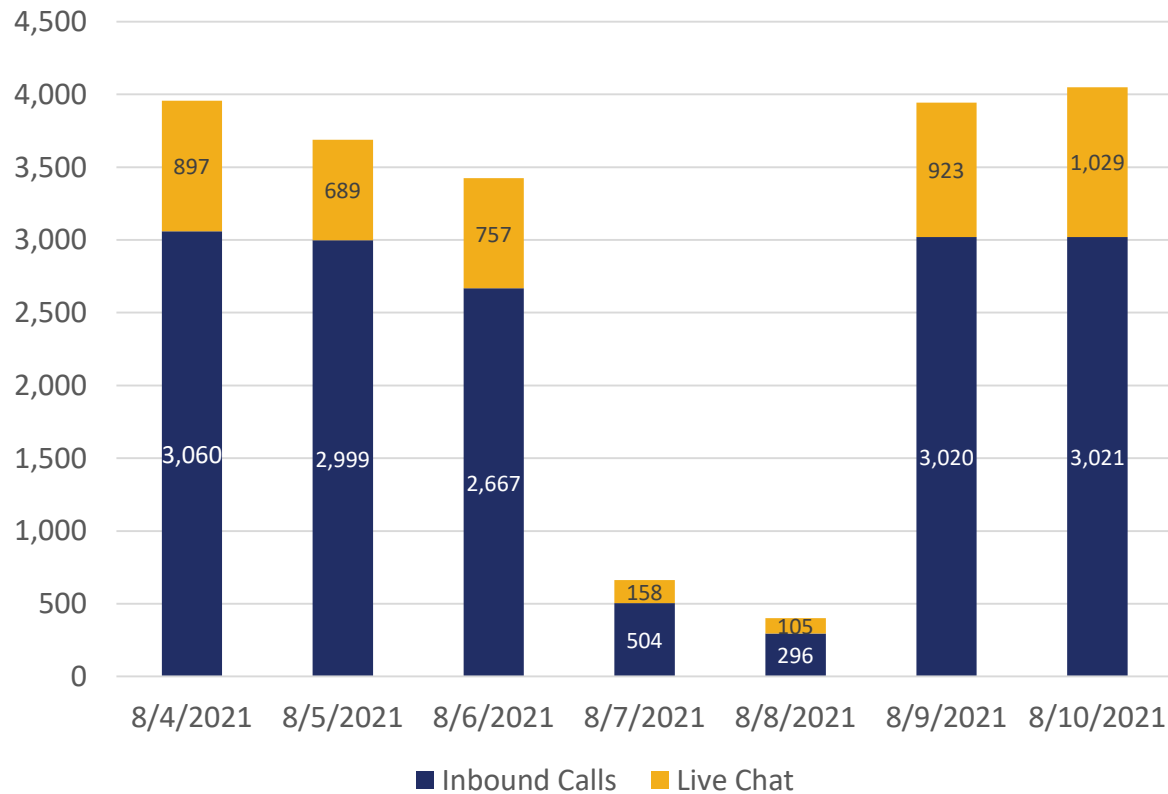
Aug. 15, 2021

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 & Chat Volume



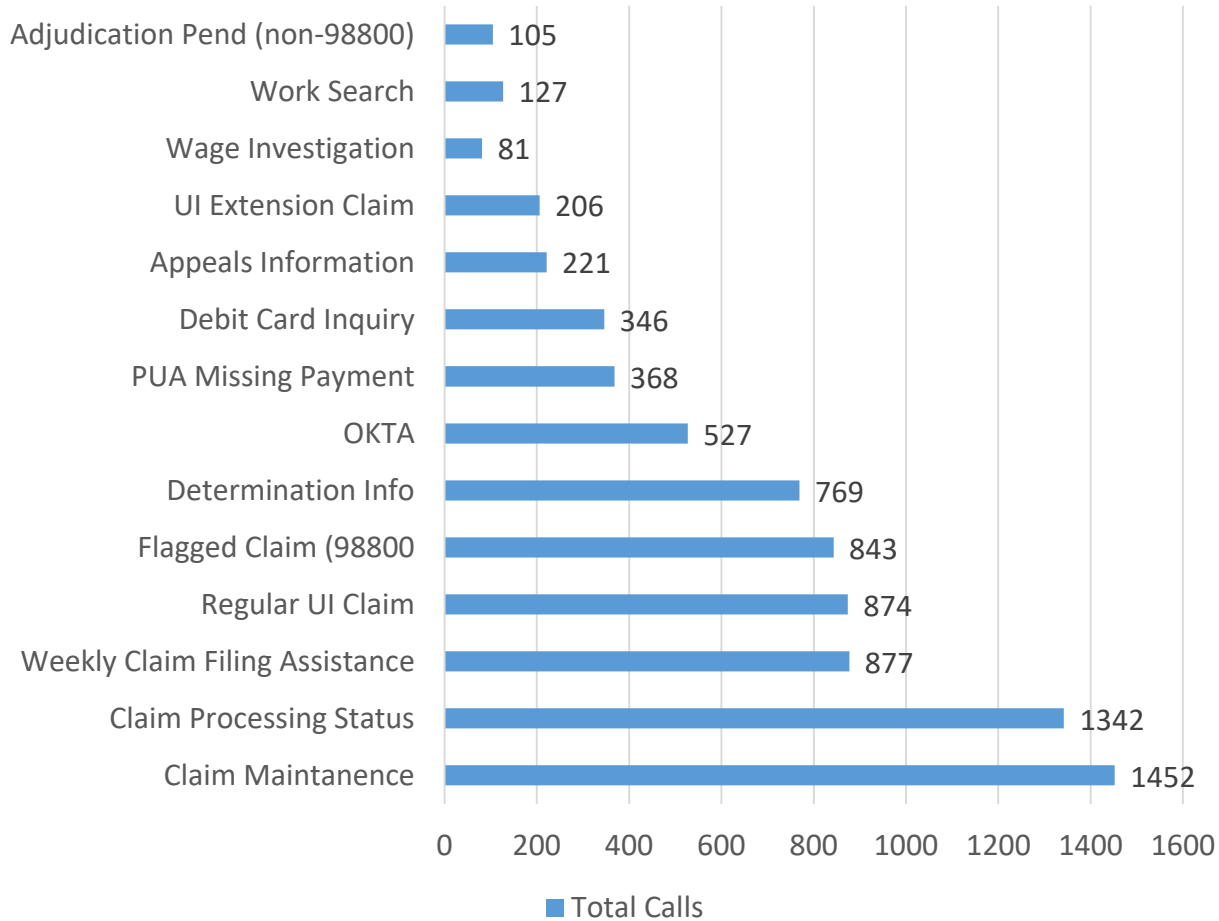
Call Metrics

	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
8/4/2021	5:31	73%	2.0%
8/5/2021	4:06	81%	4.3%
8/6/2021	4:50	79%	4.5%
8/7/2021	0:41	60%	2.6%
8/8/2021	1:34	66.11%	4.4%
8/9/2021	5:49	69%	4.5%
8/10/2021	4:49	75%	4.2%

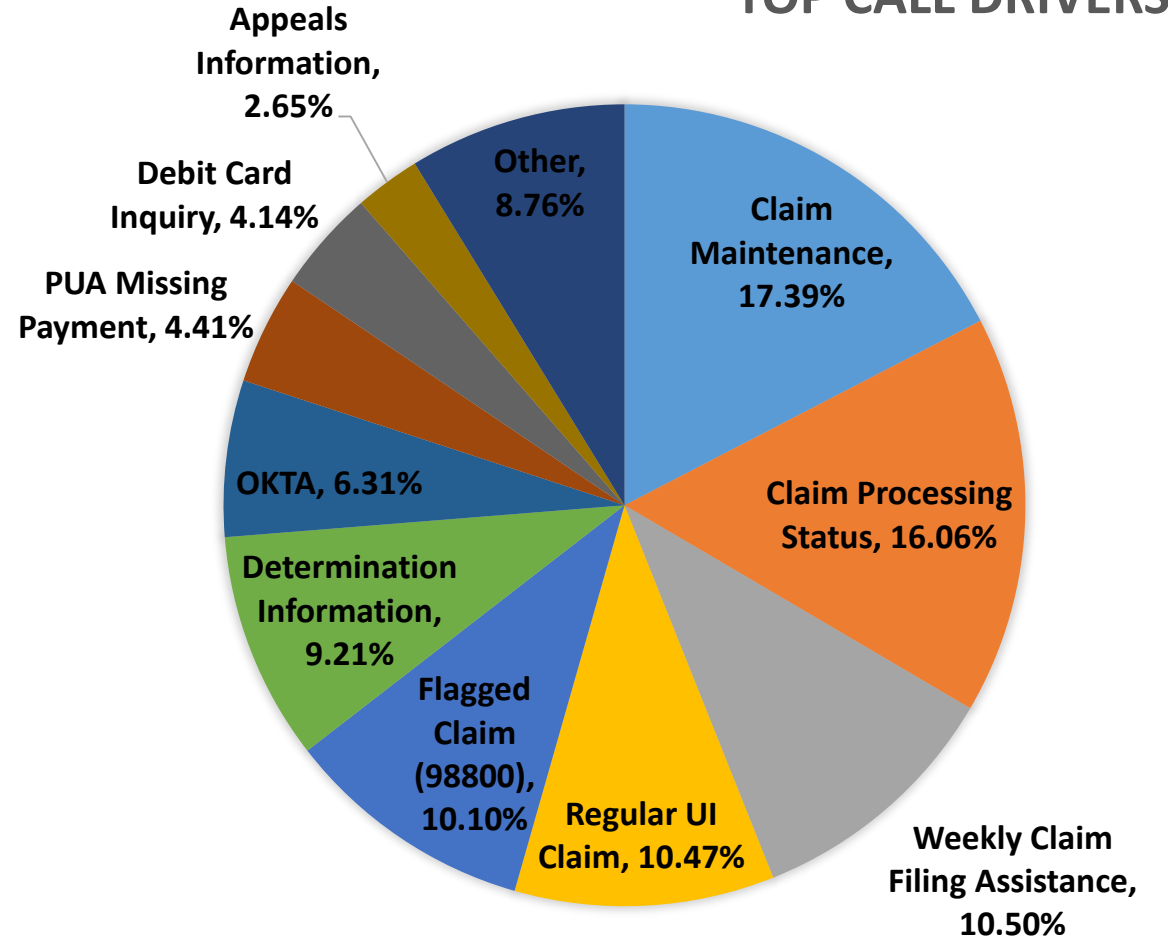
Weekly Call Drivers

July 25, 2021 through July 31, 2021

CALL DRIVERS



TOP CALL DRIVERS



Surge Capacity

KDOL

Call Center Personal

46

Adjudications

16

Training & QA Team

5

Accenture*

Claim Support

444

PUA Contact
Center

77

Fraud

104

Adjudications

23

*As of Aug. 11, 2021.

Shared Work

July 25, 2021 – July 31, 2021

Total Plans in Effect

166

Total Employers Enrolled*

131

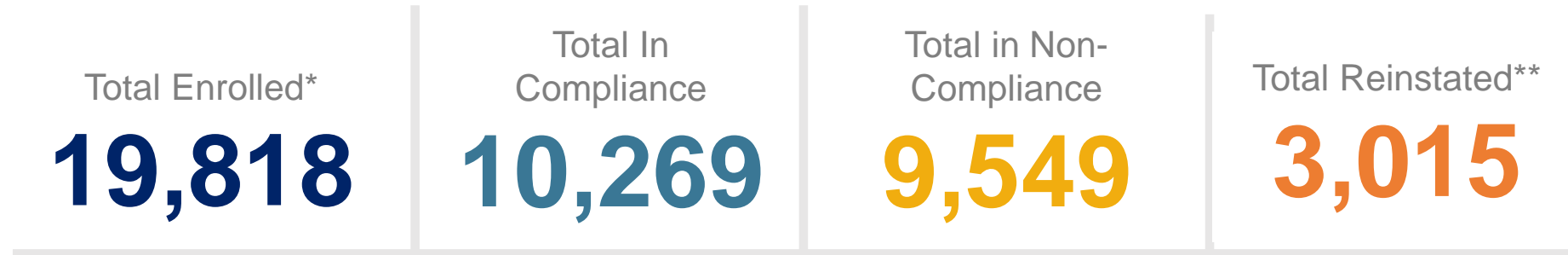
Total Employees**

24,828

**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



*As of Aug. 11, 2021.

**Indicates claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services.

Job Refusal Determinations



*As of Aug. 4, 2021.