



# UIMC Report

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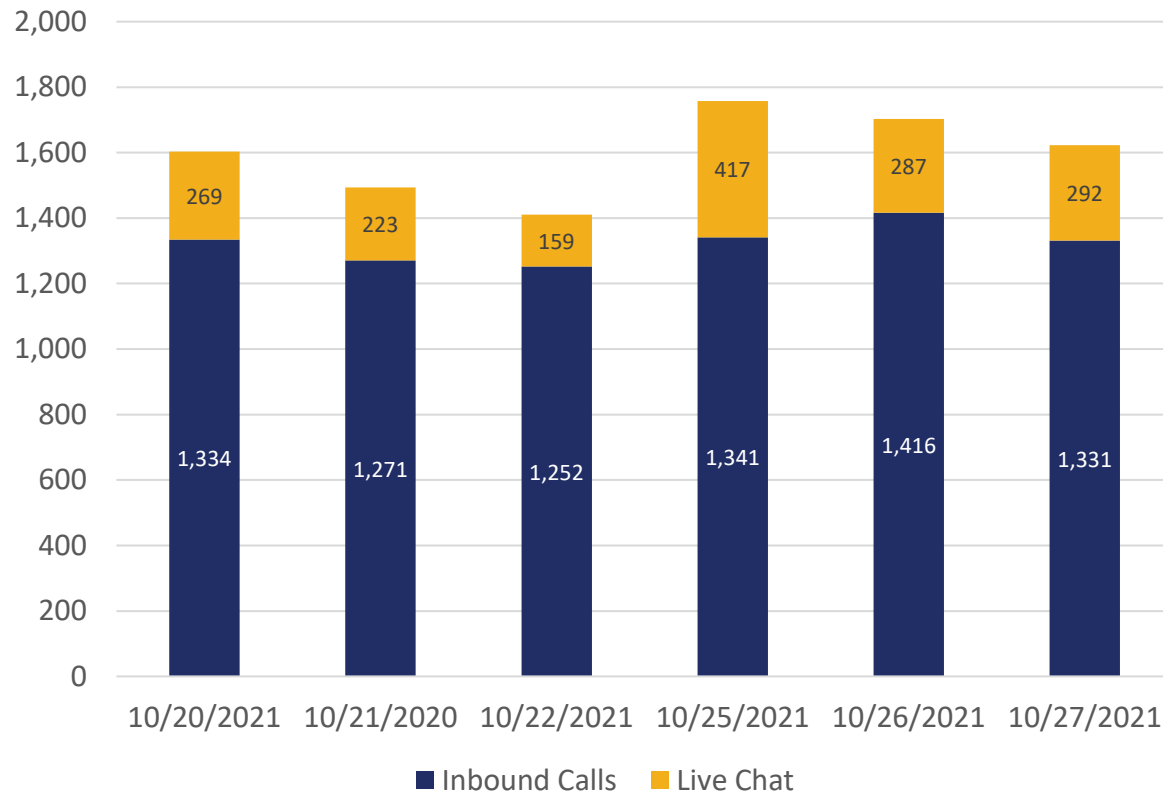
Oct. 31, 2021

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Amber Shultz, Secretary  
Laura Kelly, Governor

# Call Center Performance Metrics

## Call & Chat Volume



## Call Metrics

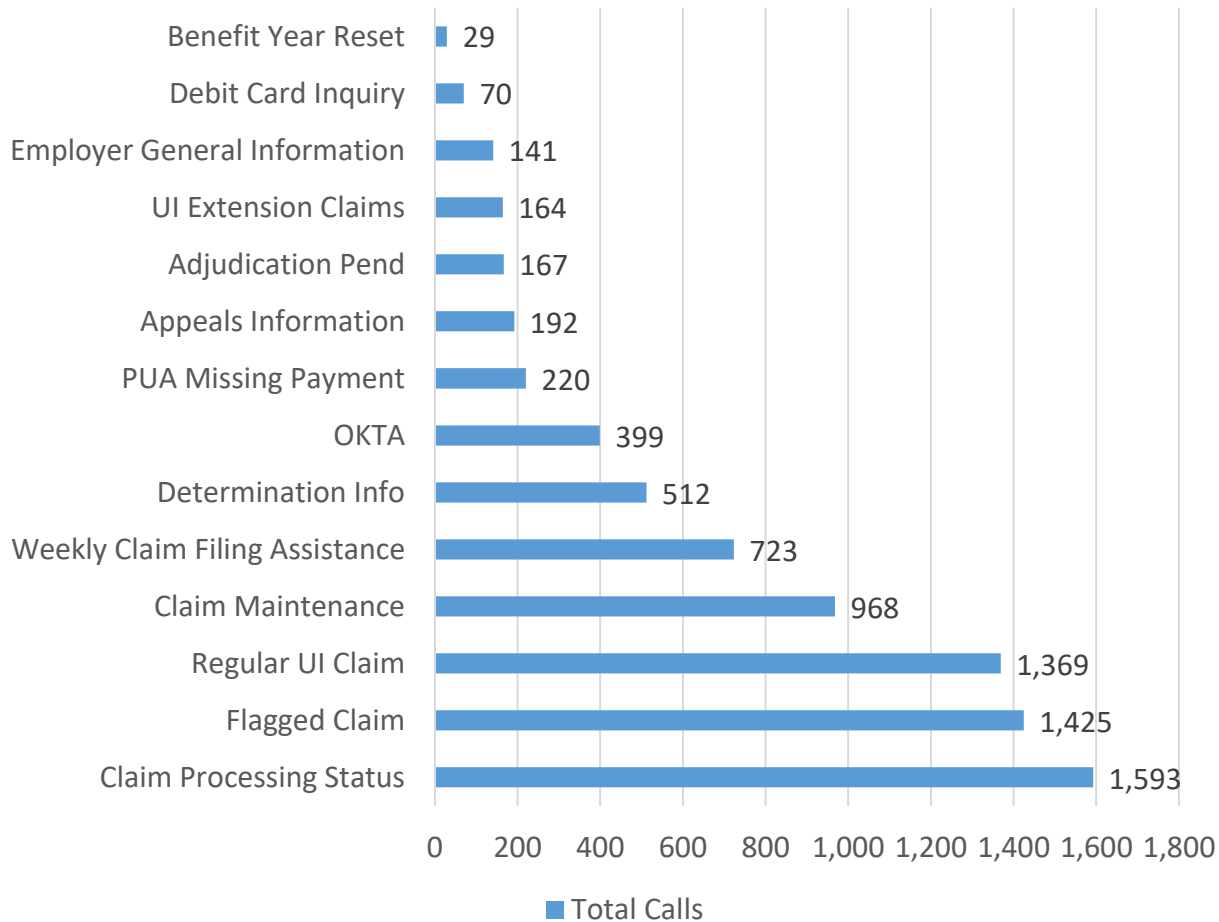
	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>10/20/2021</b>	4:02	83.1%	9.8%
<b>10/21/2021</b>	5:15	80.7%	12.0%
<b>10/22/2021</b>	5:13	81.8%	13.3%
<b>10/25/2021</b>	7:45	84.8%	15.3%
<b>10/26/2021</b>	5:46	81.5%	9.7%
<b>10/27/2021</b>	4:46	82.2%	8.8%

*Note: The Call Center ceased all weekend hours of operation on Sept. 13.*

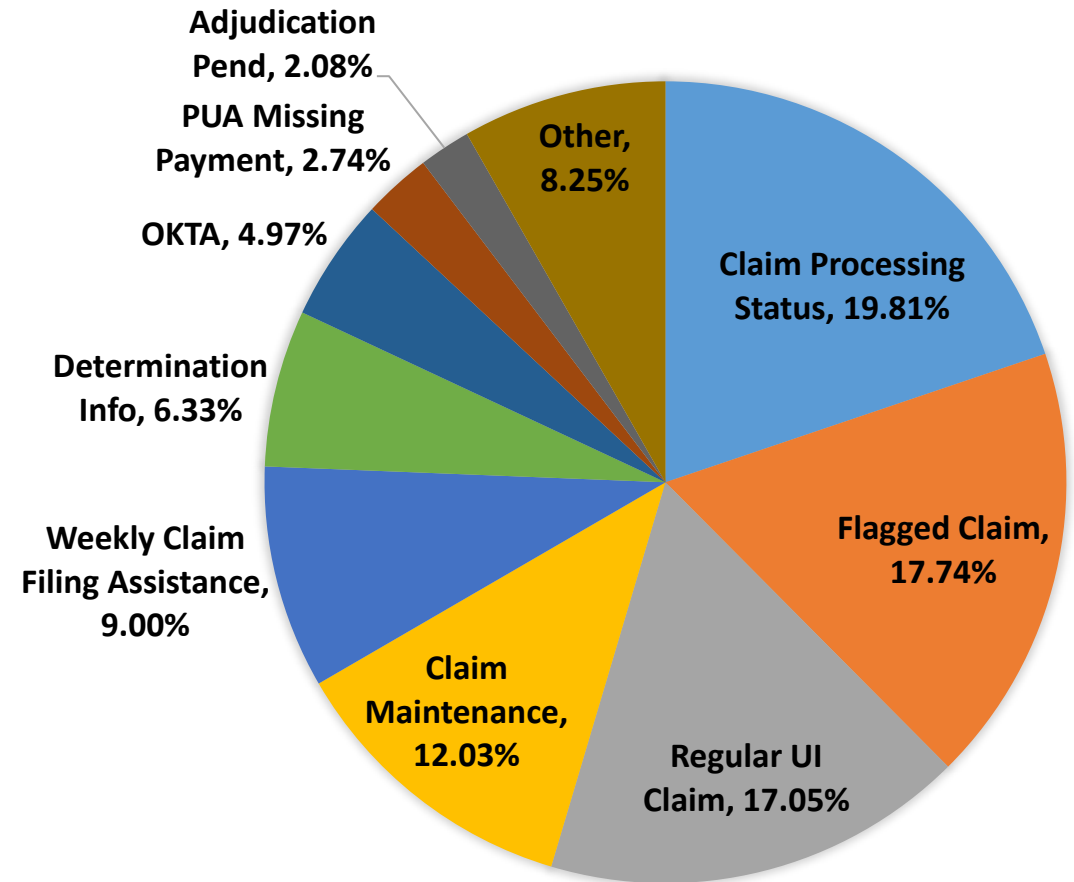
# Weekly Call Drivers

Oct. 10 – Oct. 16, 2021

## CALL DRIVERS



## TOP CALL DRIVERS



# Surge Capacity

## KDOL

Call Center

**43**

Adjudications

**25**

Training & QA  
Team

**5**

## Cumulative Totals

Claim Support

**88**

PUA Contact  
Center

**29**

Fraud

**51**

LegHelp

**30**

MRED

**28**

Adjudications

**6**

MEUC

**6**

*As of Oct. 27, 2021.*

# Shared Work

Total Plans in Effect

**176**

Total Employers Enrolled\*

**134**

Total Employees\*\*

**5,257**

As of Oct. 23, 2021.

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

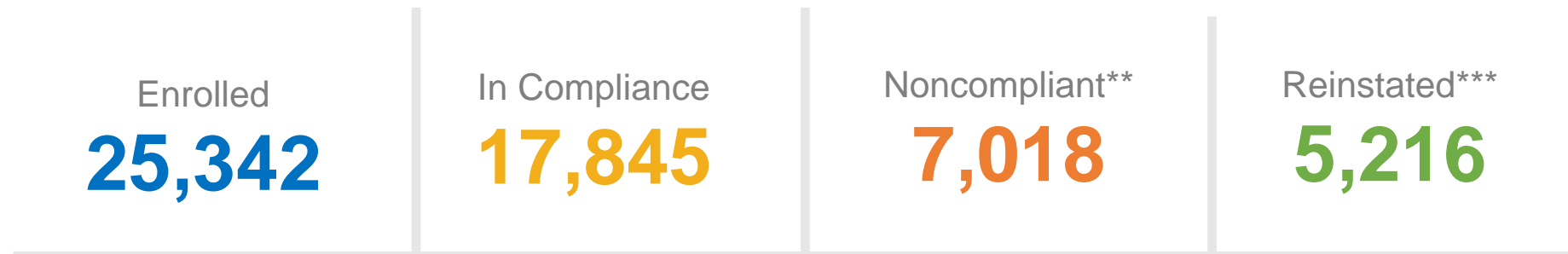
*\*\*This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

# My Reemployment Plan

Active Claimants Enrolled\*

**4,657**

## Cumulative Totals



As of Oct. 22, 2021.

\*Indicates claimants who applied for UI benefits for the week ending Sept. 18 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.

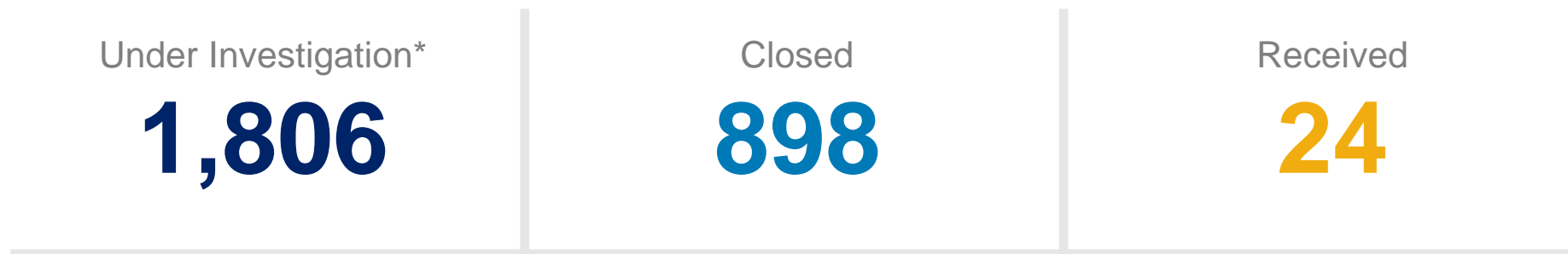
\*\*\* These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.

# Job Refusal Determinations



As of Oct. 22, 2021.

# Fraud Case Status



Status breakdown from Sept. 1 to Oct. 27, 2021.

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