



# UIMC Report

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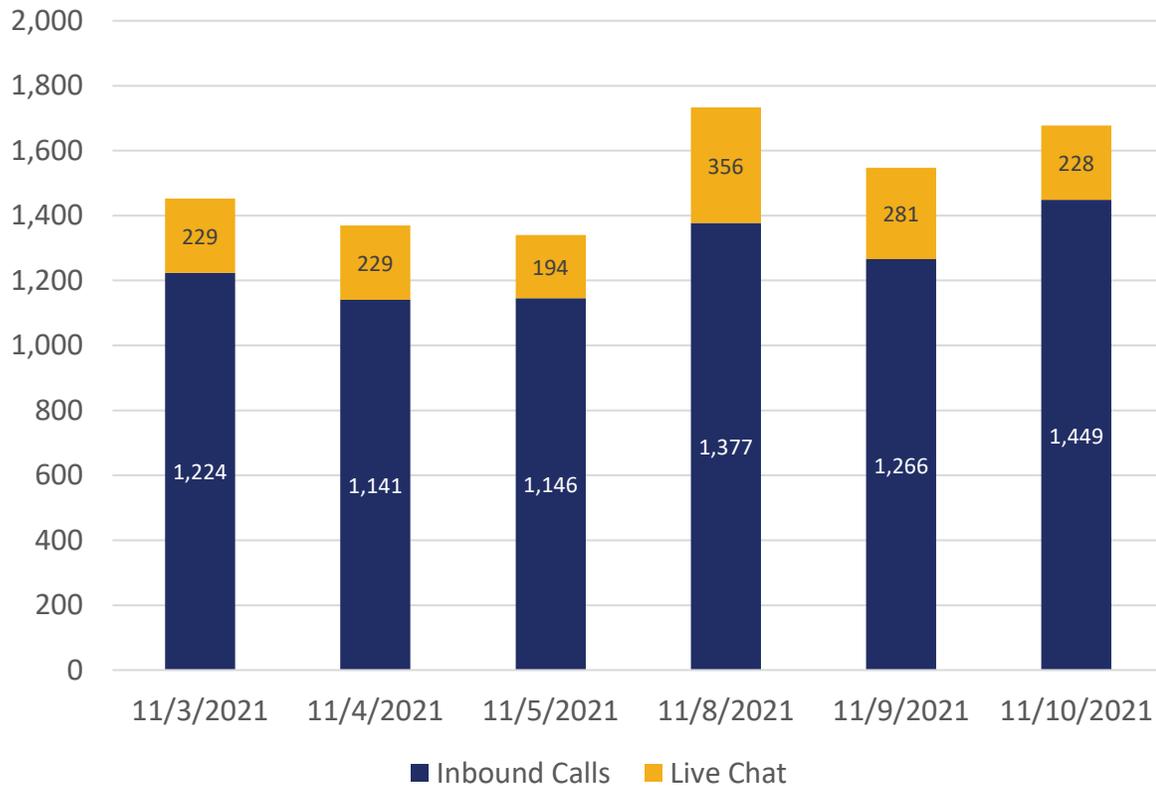
Nov. 15, 2021

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Amber Shultz, Secretary  
Laura Kelly, Governor

# Call Center Performance Metrics

## Call & Chat Volume



## Call Metrics

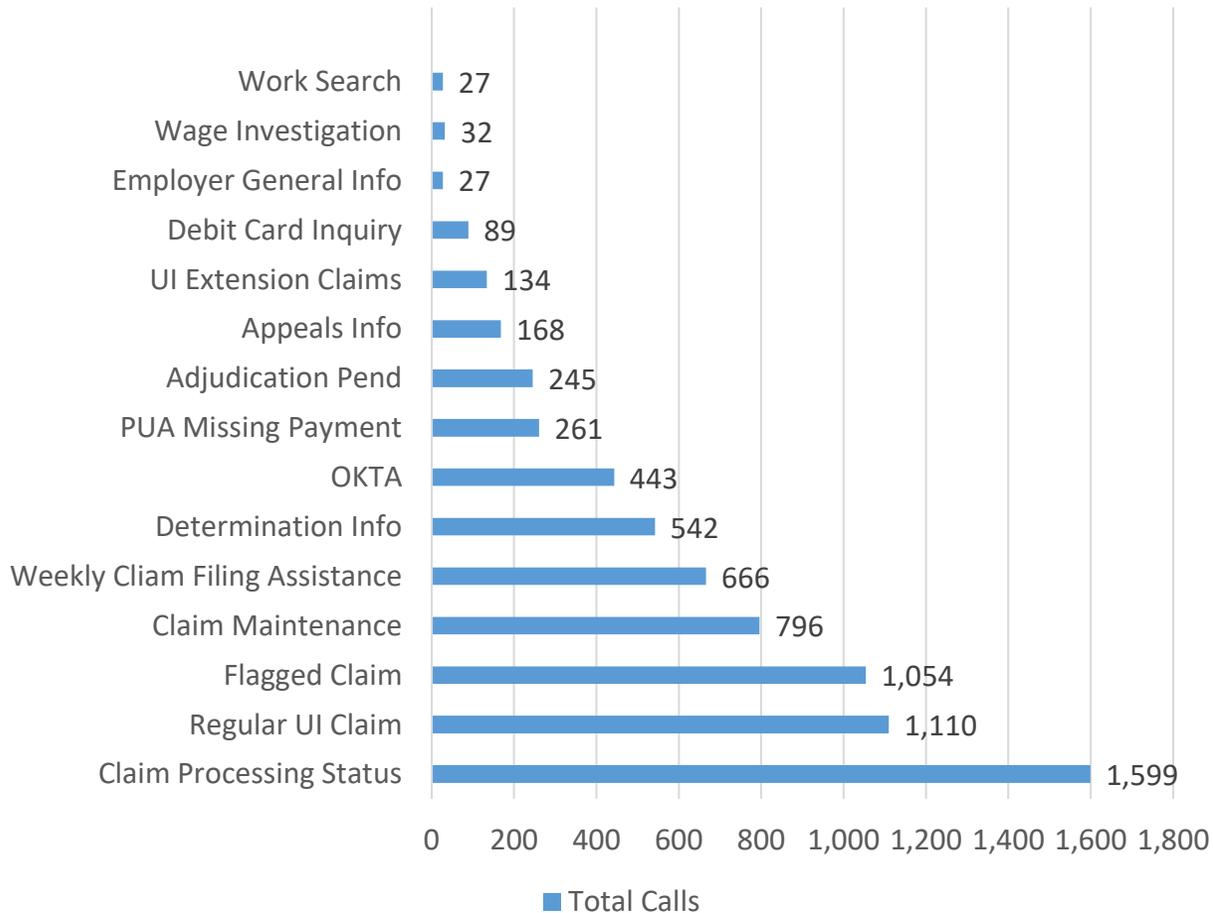
	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>11/3/2021</b>	5:43	82.0%	10.8%
<b>11/4/2021</b>	4:52	81.5%	10.6%
<b>11/5/2021</b>	5:54	80.9%	13.4%
<b>11/8/2021</b>	11:14	86.3%	12.3%
<b>11/9/2021</b>	8:48	84.3%	11.1%
<b>11/10/2021</b>	4:44	84.1%	4.9%

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

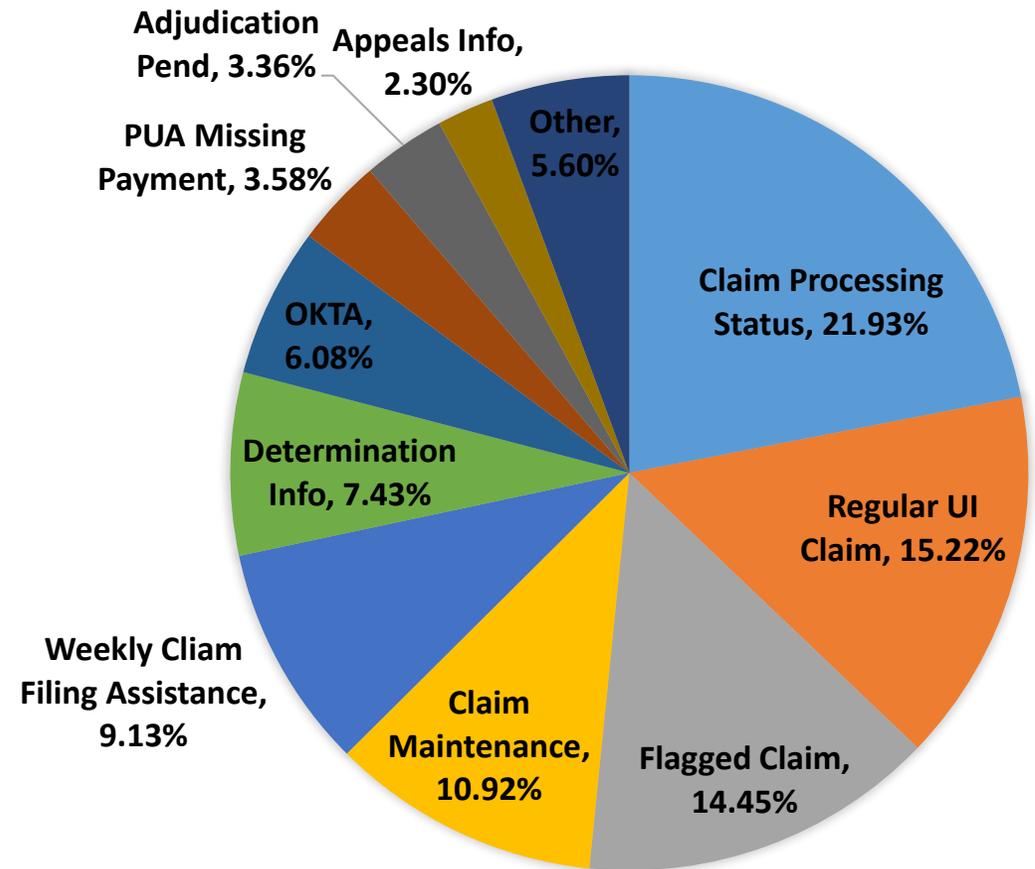
# Weekly Call Drivers

Oct. 31 – Nov. 6, 2021

## CALL DRIVERS



## TOP CALL DRIVERS



# Surge Capacity

## KDOL

Call Center

**43**

Adjudications

**25**

Training & QA  
Team

**5**

## Cumulative Totals

Claim Support

**87**

PUA Contact  
Center

**27**

Fraud

**44**

LegHelp

**29**

Adjudications

**5**

MEUC

**6**

*As of Nov. 10, 2021.*

# Shared Work

Total Plans in Effect

**176**

Total Employers Enrolled\*

**133**

Total Employees\*\*

**4,449**

As of Nov. 6, 2021.

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

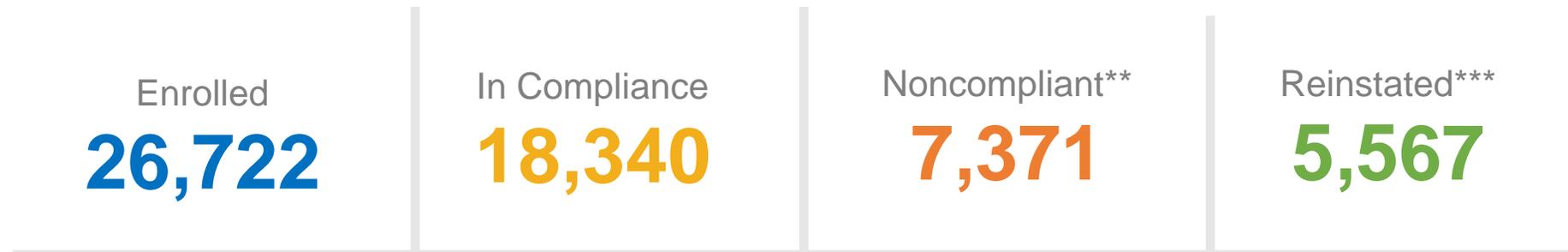
*\*\*This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

# My Reemployment Plan

Active Claimants Enrolled\*

**4,277**

## Cumulative Totals



As of Nov. 11, 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 Nov. 5, 2021.

# Fraud Case Status



Status breakdown from Sept. 1 to Nov. 11, 2021.

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