



UIMC Report

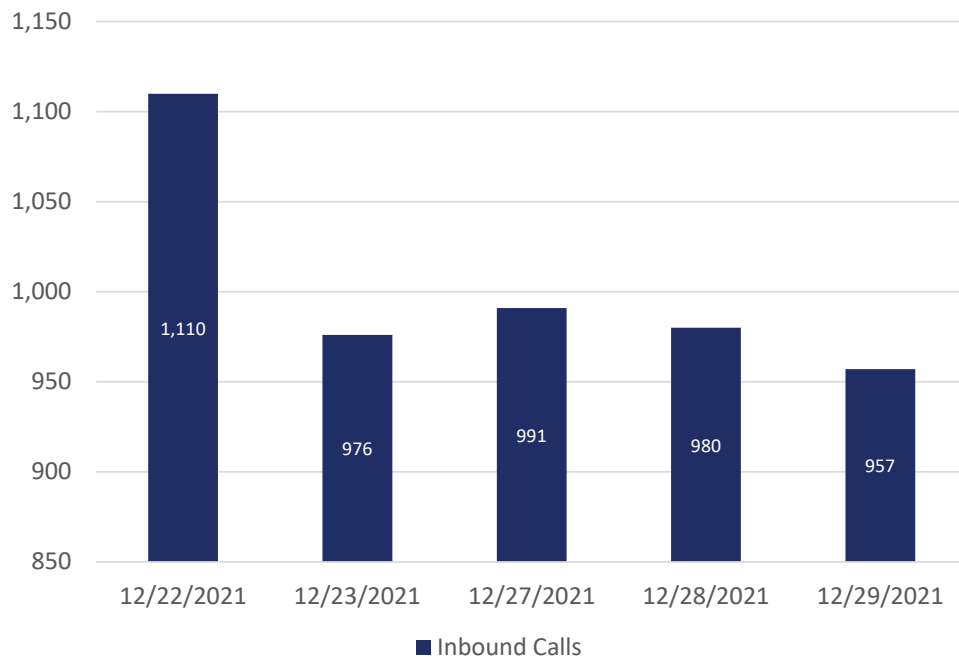
Dec. 30, 2021

401 SW Topeka Blvd.
Topeka, KS 66603
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Fax: (785) 296-0753
KDOL.Communications@ks.gov
dol.ks.gov

Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume



Note: Live agent support for chat ended Nov. 24. Amelia/Virtual Agent still operates.

Call Metrics

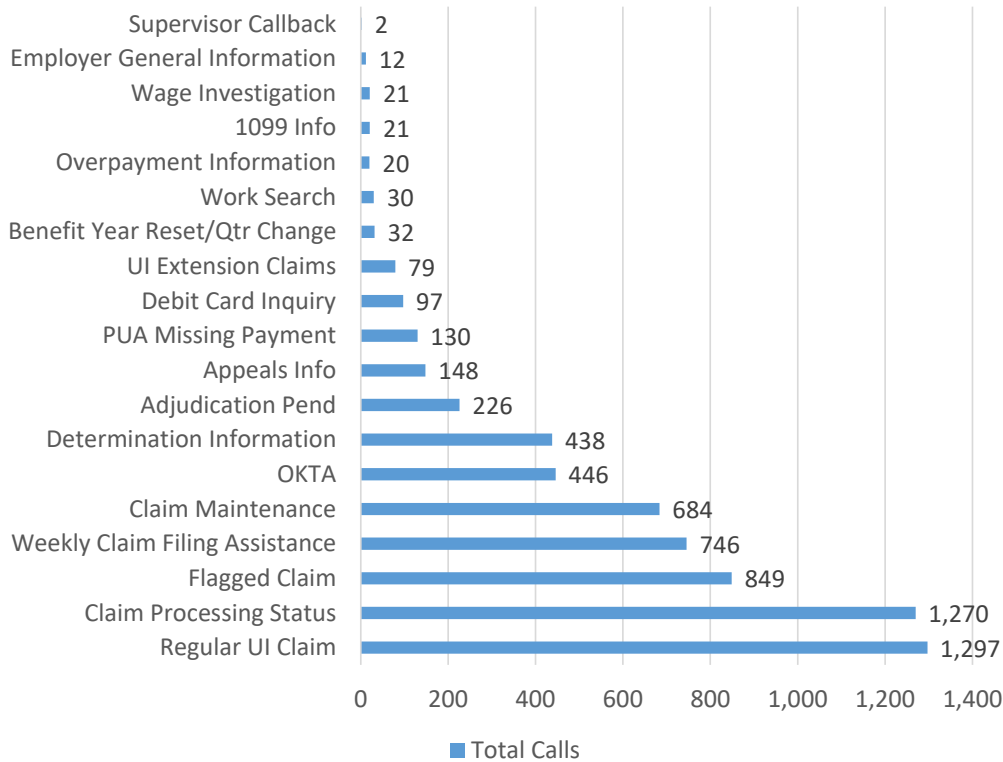
	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
12/22/2021	5:24	73.8%	7.8%
12/23/2021	3:20	75.6%	4.9%
12/27/2021	9:32	77.9%	11.6%
12/28/2021	9:50	75.4%	14.9%
12/29/2021	6:07	--	9.1%

Note: The Call Center was closed on Friday, Dec. 24 for the holiday.

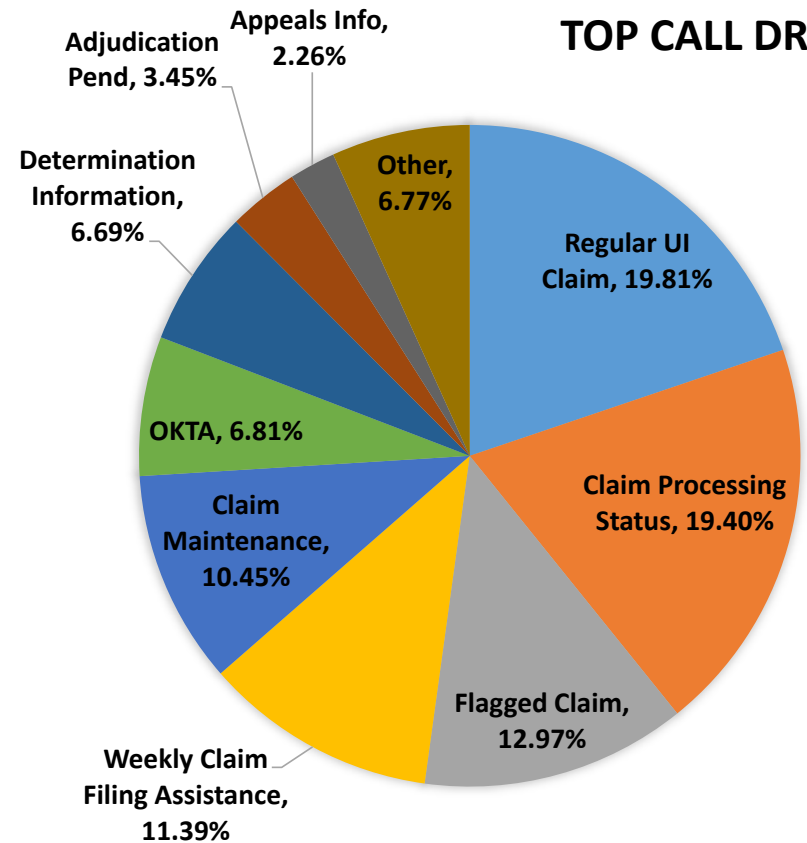
Weekly Call Drivers

Dec. 12 – Dec. 18, 2021

CALL DRIVERS



TOP CALL DRIVERS



Surge Capacity

KDOL

Call Center

43

Adjudications

25

Training & QA
Team

5

Accenture

Claim Support

55

PUA Contact
Center

19

Fraud

22

PUA/Fraud Leg

2

As of Dec. 22, 2021.

Shared Work



As of Dec. 27, 2021.

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

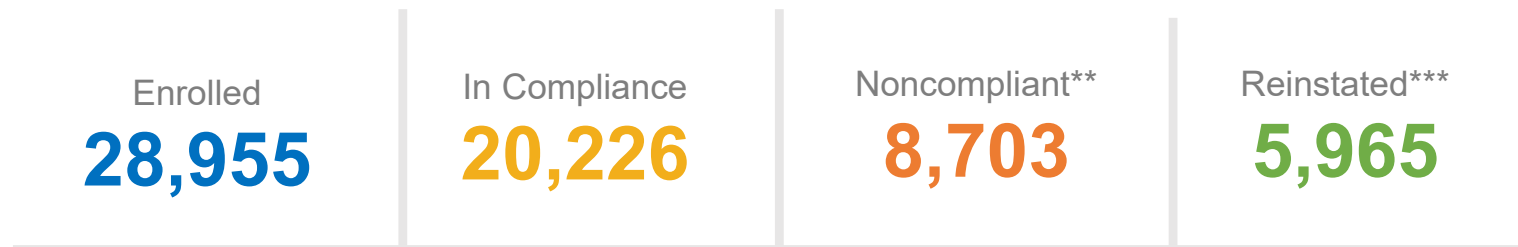
***This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

My Reemployment Plan

Active Claimants Enrolled*

4,742

Cumulative Totals



As of Dec. 24, 2021.

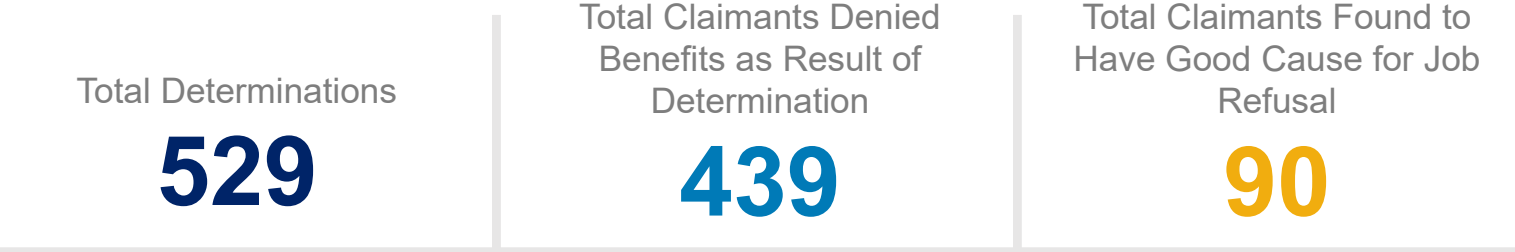
*Indicates claimants who applied for UI benefits for the week ending Sept. 18 and who have claimed at least three consecutive weeks of UI benefits

**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.

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Job Refusal Determinations



As of Dec. 27, 2021.

Fraud Case Status



Status breakdown from fraud cases received from Sept. 1 to Dec. 23, 2021.

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