



# UCMIC Report

May 31, 2022

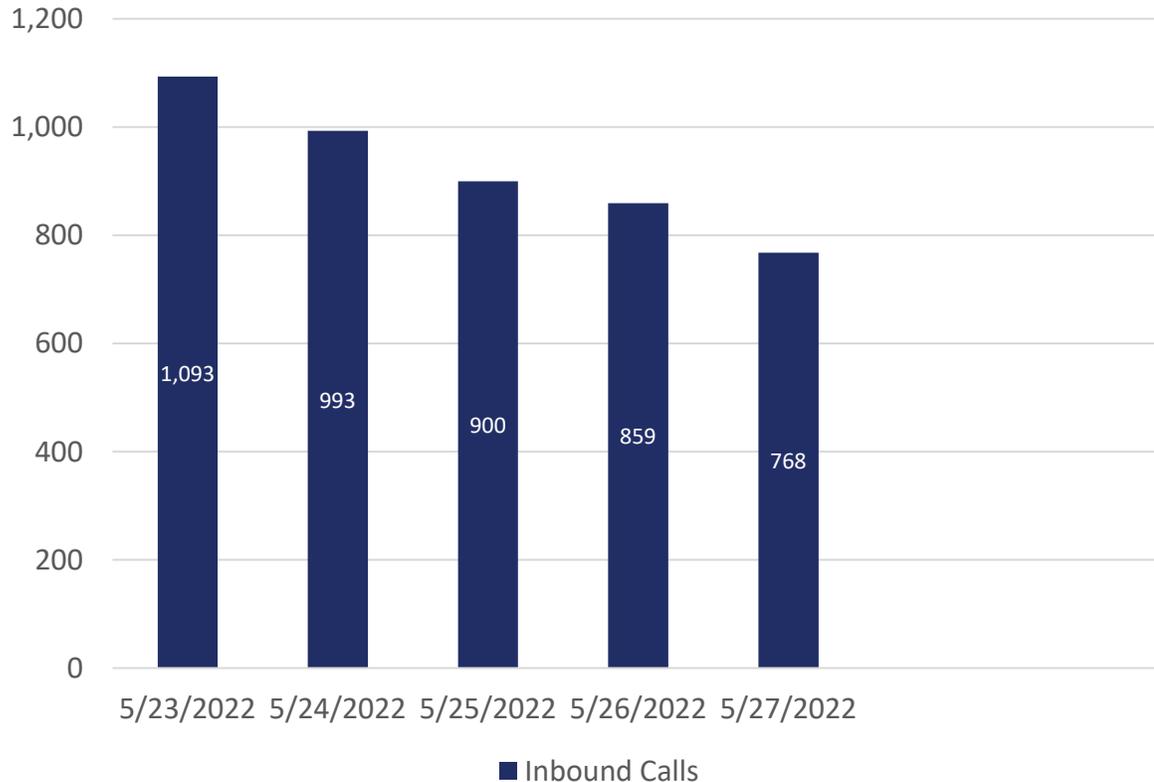
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Amber Shultz, Secretary  
Laura Kelly, Governor

# Call Center Performance Metrics

## Call Volume



*Reflects the number of calls answered through AWS.*

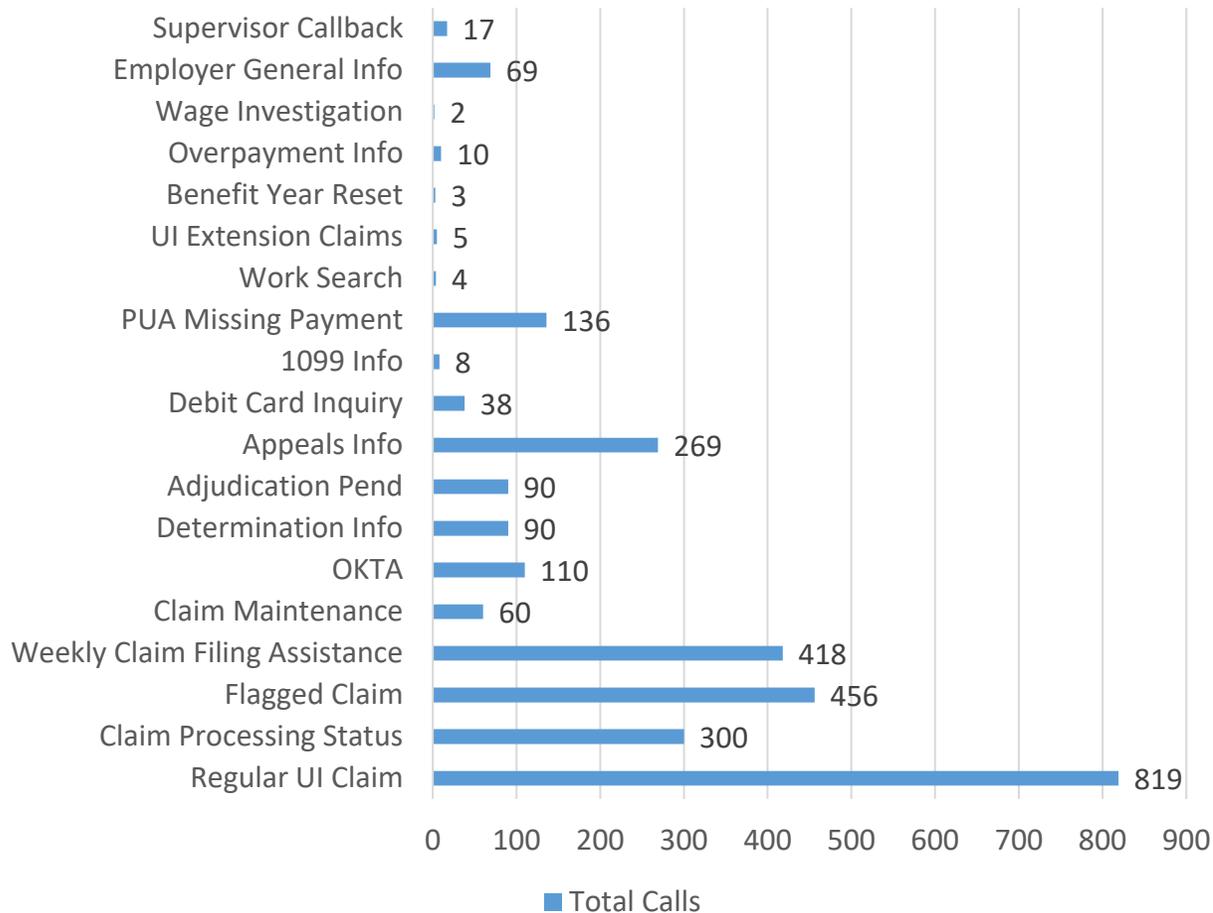
## Call Metrics

	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>5/23/2022</b>	26:18	35%	42%
<b>5/24/2022</b>	25:46	33%	47%
<b>5/25/2022</b>	26:49	36%	33%
<b>5/26/2022</b>	30:06	36%	39%
<b>5/27/2022</b>	32:48	37%	31%

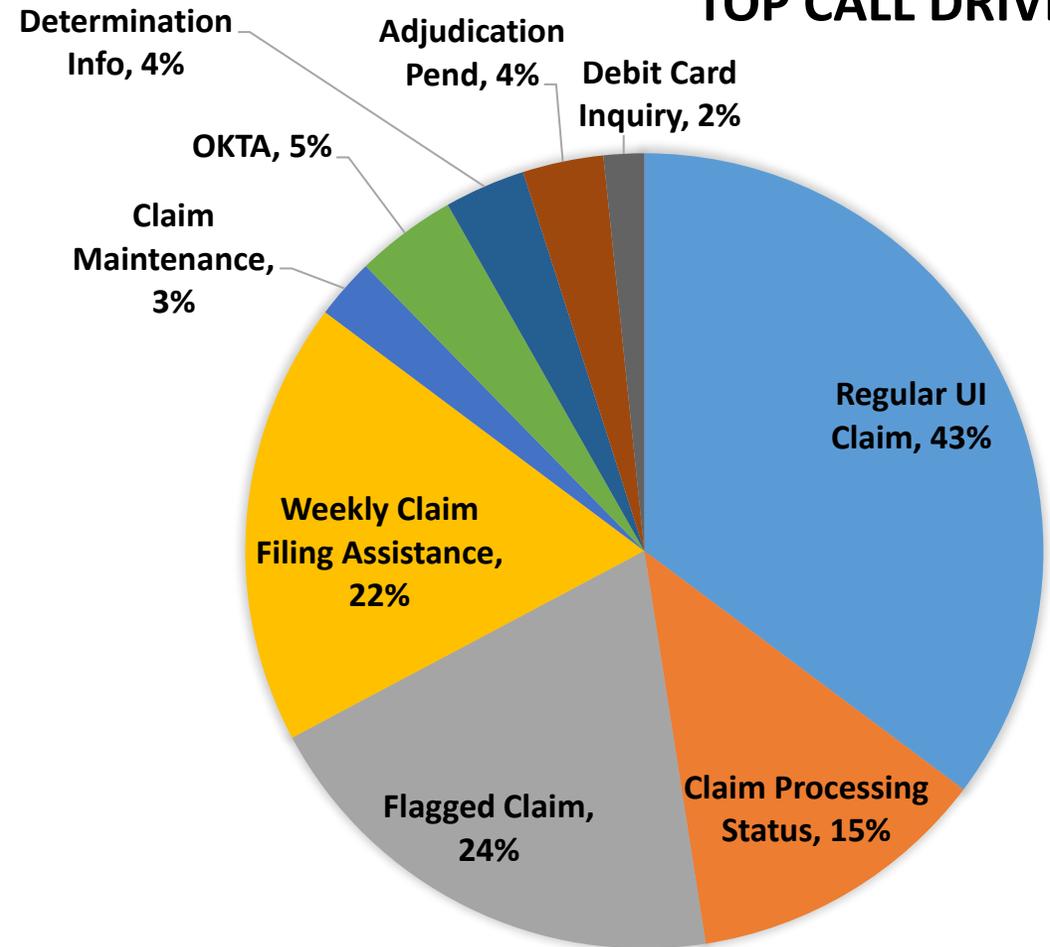
# Call Drivers

May 23, 2022 – May 27, 2022

## CALL DRIVERS



## TOP CALL DRIVERS



# Surge Capacity

## KDOL

Call Center

**31**

Adjudications

**20**

Training & QA  
Team

**5**

## Accenture

Claim Support

**0**

PUA Contact  
Center

**0**

Fraud Ops

**0**

*As of May 27, 2022.*

# Shared Work

Total Plans in Effect

**107**

Total Employers Enrolled\*

**84**

Total Employees\*\*

**3,363**

*As of May 27, 2022.*

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

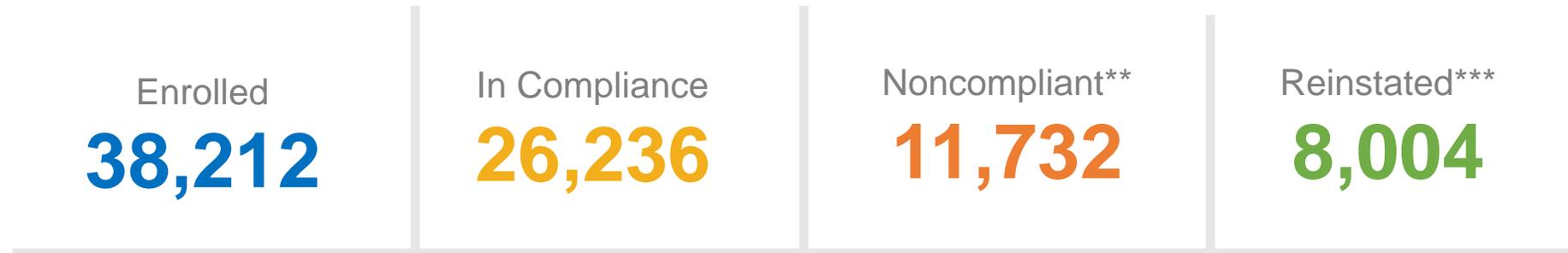
*\*\*This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

# My Reemployment Plan

Active Claimants Enrolled\*

**2,702**

## Cumulative Totals



As of May 27, 2022.

\*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 May 27, 2022.

# Fraud Case Status



Status breakdown from fraud cases received from Sept. 1, 2021 to May 27, 2022.

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