



UCMIC Report

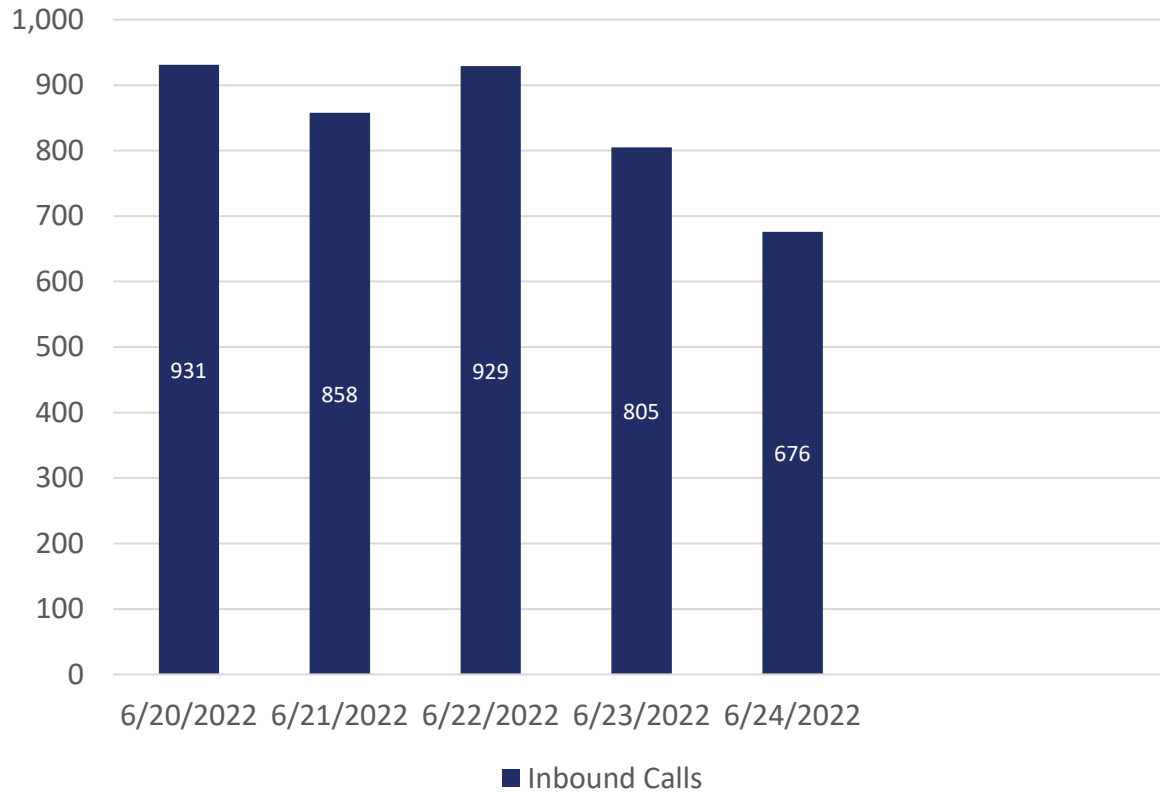
June 30, 2022

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 Volume

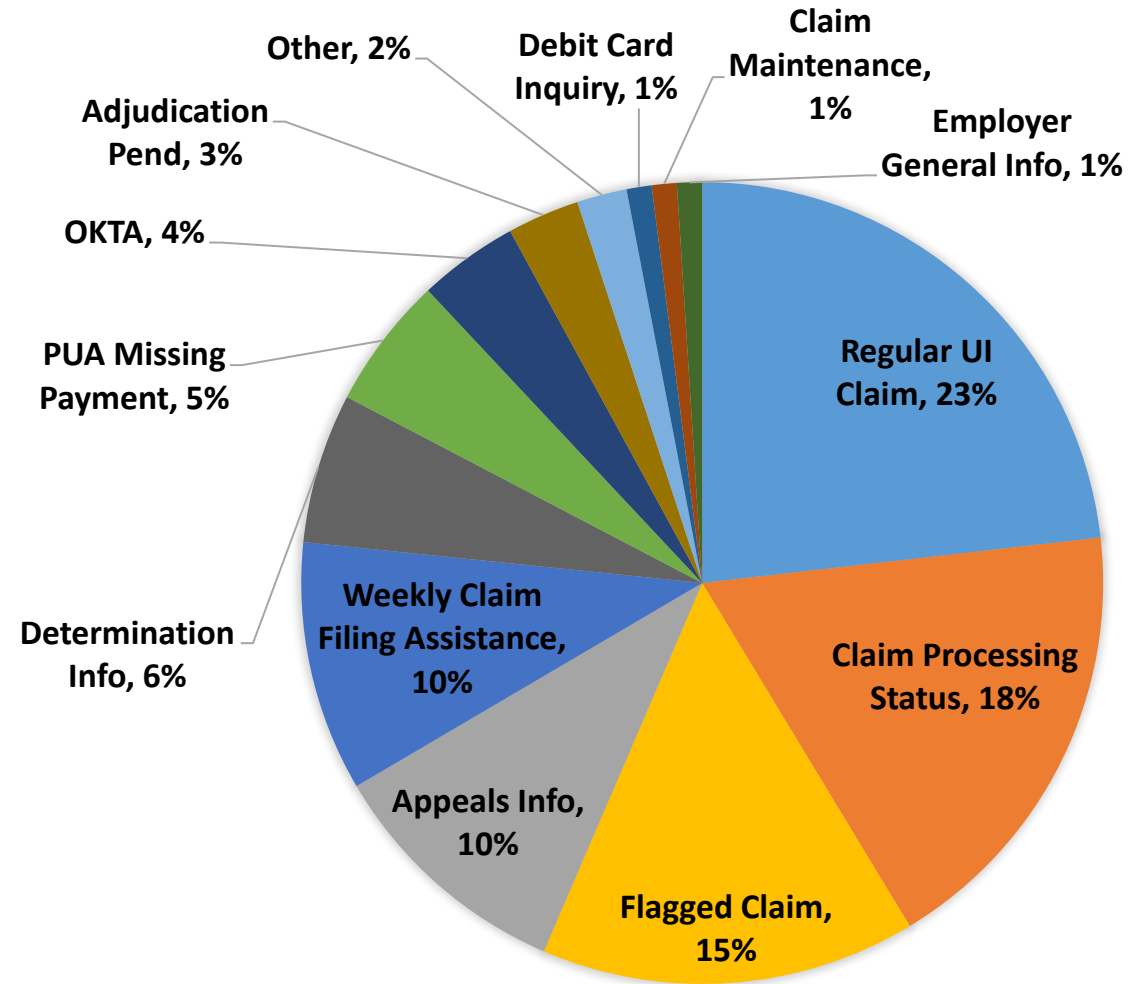
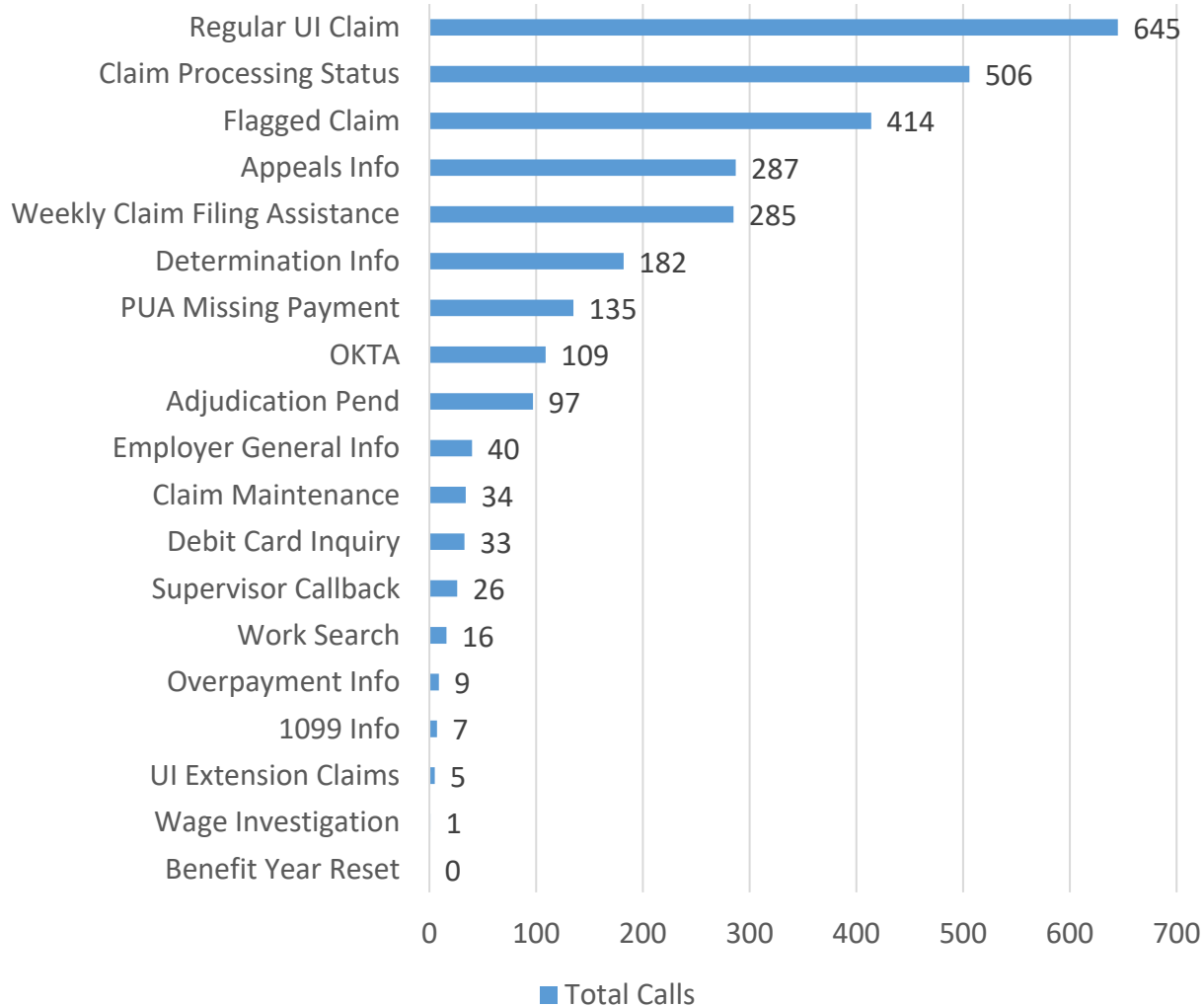


Call Metrics

	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
6/20/2022	32:31	45%	33%
6/21/2022	20:57	46%	27%
6/22/2022	23:51	45%	47%
6/23/2022	28:52	49%	32%
6/24/2022	28:50	45%	25%

Call Drivers

June 20, 2022 – June 24, 2022



Surge Capacity

KDOL	Call Center 31	Adjudications 20	Training & QA Team 7
Accenture	Claim Support 0	PUA Contact Center 0	Fraud Ops 0

As of June 24, 2022.

Shared Work



As of June 24, 2022.

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

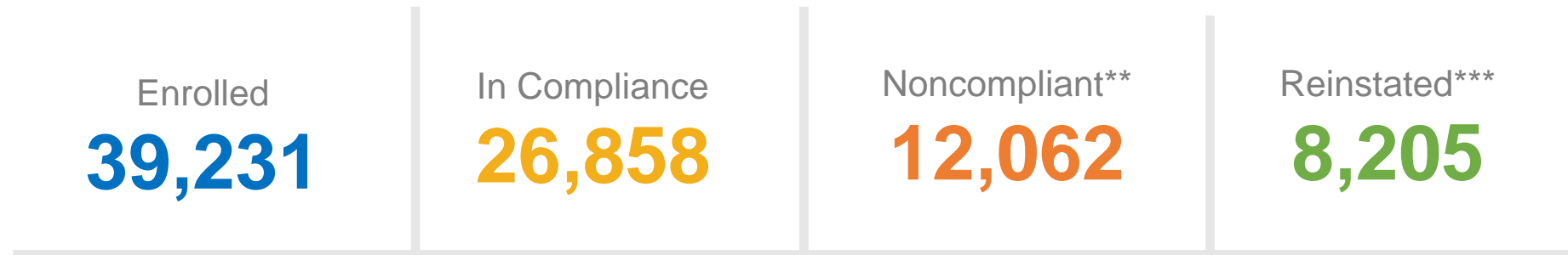
***This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

My Reemployment Plan

Active Claimants Enrolled*

2,900

Cumulative Totals



As of June 24, 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.

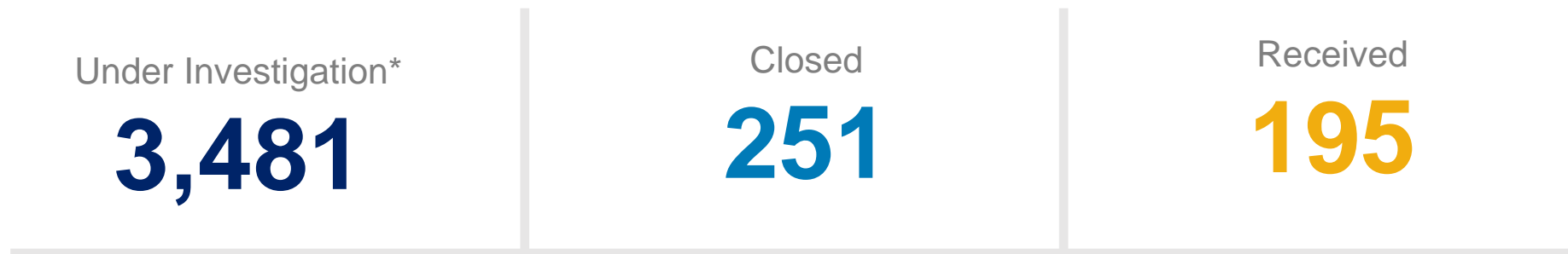
*** These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.

Job Refusal Determinations



As of June 24, 2022.

Fraud Case Status



Status breakdown from fraud cases received from Sept. 1, 2021 to June 24, 2022.

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