News
Week of April 26, 2021

KDOL updated its weekly FAQ last Thursday. More information
# Fraud Software Security Updates

As of 10:30 a.m., 04/26/21

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claimants attempting authentication</td>
<td>163,500</td>
</tr>
<tr>
<td>Claimants waiting for user action</td>
<td>16,500</td>
</tr>
<tr>
<td>Claimants who were proofed/approved</td>
<td>92,000</td>
</tr>
<tr>
<td>Failed ID proofing and need to do it again or get help</td>
<td>55,000</td>
</tr>
<tr>
<td>Those who experienced an error of some sort</td>
<td>90</td>
</tr>
<tr>
<td>Bots and fraudulent login attempts stopped</td>
<td>7.50M</td>
</tr>
<tr>
<td>Deprovisioned (deactivated, fraudulent accounts)</td>
<td>21,500</td>
</tr>
</tbody>
</table>

* Approximation. Information on each category can be found in the KDOL Weekly FAQ on the News & Alerts webpage, which can be accessed [here](dol.ks.gov).
# PUA Backlog*

*Claims in verification/upload process for more than 21 days are considered backlogged. More information on the PUA backlog can be found in the KDOL Weekly FAQ on the News & Alerts webpage, which can be accessed [here](https://dol.ks.gov).*

**Data last updated 04/28/21**

<table>
<thead>
<tr>
<th></th>
<th>AS OF 04/28/21</th>
<th>AS OF 04/22/21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legitimate claims in the determination process</td>
<td>16,171</td>
<td>17,031</td>
</tr>
<tr>
<td>Claims in verification/upload process &gt;21 days</td>
<td>13,323</td>
<td>13,771</td>
</tr>
</tbody>
</table>
Weekly Payments

As of the week ending 04/24/21

- Regular UI: $4,258,999.00 (19%)
- Federal Programs: $18,266,347.00 (81%)

Kansas Department of Labor, Communications Division, 401 SW Topeka Blvd. Topeka, KS 66603-3182
Phone: (785) 296-0901 Fax: (785) 296-0753 Email: KDOL.Communications@ks.gov Web: dol.ks.gov
Claim Totals*

Initial and continued claims as of the week ending 04/24/21

* Initial and continued claims

Kansas Department of Labor, Communications Division, 401 SW Topeka Blvd. Topeka, KS 66603-3182  Phone: (785) 296-0901  Fax: (785) 296-0753  Email: KDOL.Communications@ks.gov  Web: dol.ks.gov
Trust Fund Balances

6 week view, year-over-year, ending 04/24/21

Week of 04/24 -70.9% decrease year-over-year
Initial UI Claims

6 week view, year-over-year, ending 04/24/21

Week of 04/24 -95.5% decrease year-over-year
The weekly count for the 04/05/21 report excludes Friday 04/02/21 due to the fact that the KDOL GetKansasBenefits.gov website was down for the majority of the day, and this may have impacted call volume.

**Call Center Volume**

*Average total number of unique calls per day (the last 8 weeks)*

The graph shows the average total number of unique calls per day from 03/08/21 to 04/26/21. The values are as follows:

- 03/08/21: 271,459
- 03/17/21: 253,434
- 03/22/21: 176,862
- 03/29/21: 153,047
- 04/05/21: 152,417
- 04/12/21: 116,778
- 04/19/21: 101,335
- 04/26/21: 0

The downward trend indicates a decrease in call volume over the last few days.
Resources

Since March 15, 2020 KDOL has paid out over 4.2 million weekly claims totaling over $2.8 billion between regular unemployment and the federal pandemic programs. For more information, or to apply for unemployment benefits, go to http://www.getkansasbenefits.gov/.

- **Report Fraud Website**  
  https://www.dol.ks.gov/fraud
- **Unemployment Insurance Benefits Self Service Portal**  
  https://uiassistance.getkansasbenefits.gov