



# UCMIC Report

December 15, 2024

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Amber Shultz, Secretary  
Laura Kelly, Governor

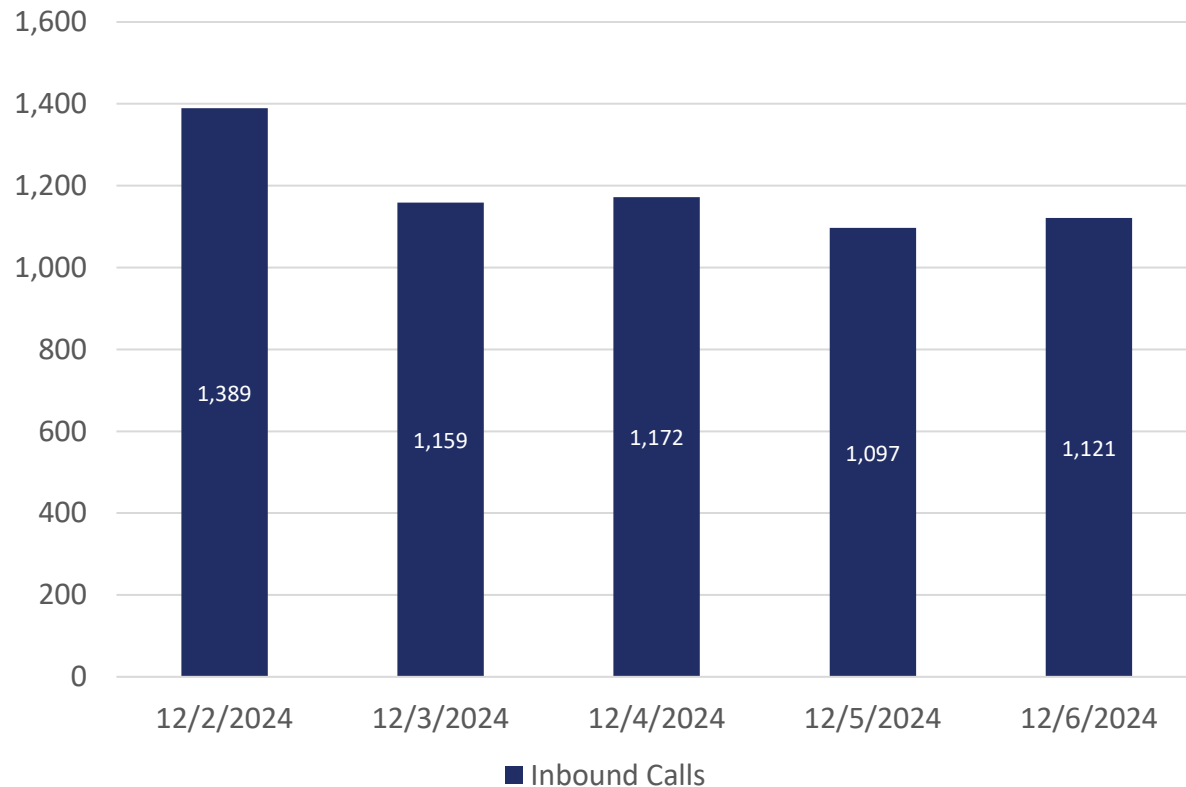
# UI Weekly Review-

Regular Program	Preliminary 12/07/2024	Last Week 11/30/2024		Last Year 12/09/2023	
Initial Claims	1,998	1,031	⬆️ 94%	1,513	⬆️ 32%
Weekly Certifications	7,537	7,498	⬆️ 1%	6,063	⬆️ 24%
Individuals Receiving Payments	4,549	4,147	⬆️ 10%	4,996	⬇️ 9%
Regular U.I. Payments	\$2,670,537	\$2,611,487	⬆️ 2%	\$2,755,404	⬇️ 3%
U.I. Trust Fund Balance	\$1,462,043,805	\$1,464,699,535	⬇️ 1%	\$1,345,556,922	⬆️ 9%

## Kansas Unemployment Insurance Weekly Review

# Call Center Volume

## Call Volume



## Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>12/2/2024</b>	5:24	45%	3%
<b>12/3/2024</b>	5:58	35%	4%
<b>12/4/2024</b>	5:46	64%	4%
<b>12/5/2024</b>	5:27	64%	5%
<b>12/6/2024</b>	5:39	54%	5%

# System Disruptions

- No disruptions to report.

# Other

- Agency added claimant facing tutorial videos to the KDOL website.
- A new employer video should be added by the end of the year.

<https://www.dol.ks.gov/unemployment/guides>

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### Unemployment Insurance System Video Tutorials

- [Overview of the Claimant Portal](#)
- [How to Create an Account in the Claimant Portal](#)
- [How to File an Initial Claim in the Claimant Portal](#)
- [How to File a Weekly Certification](#)

### Unemployment Insurance PDF Guides

- 📄 [Claimant Work Search Activities Guide](#)
- 📄 [How To Create a New Account in the Claimant Portal](#)
- 📄 [Cómo en el Portal del Reclamante Crear una Nueva Cuenta](#)
- 📄 [How to File an Initial Claim in the Claimant Portal](#)
- 📄 [Cómo Presentar un Reclamo Inicial en el Portal del Reclamante](#)
- 📄 [When Can I File a Weekly Claim and When May I Get My Benefits](#)
- 📄 [Furloughed Federal Employees Fact Sheet](#)

Free viewers are required for some of the attached documents.  
They can be downloaded by clicking on the icons below.