



UCMIC Report

December 30, 2024

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Amber Shultz, Secretary
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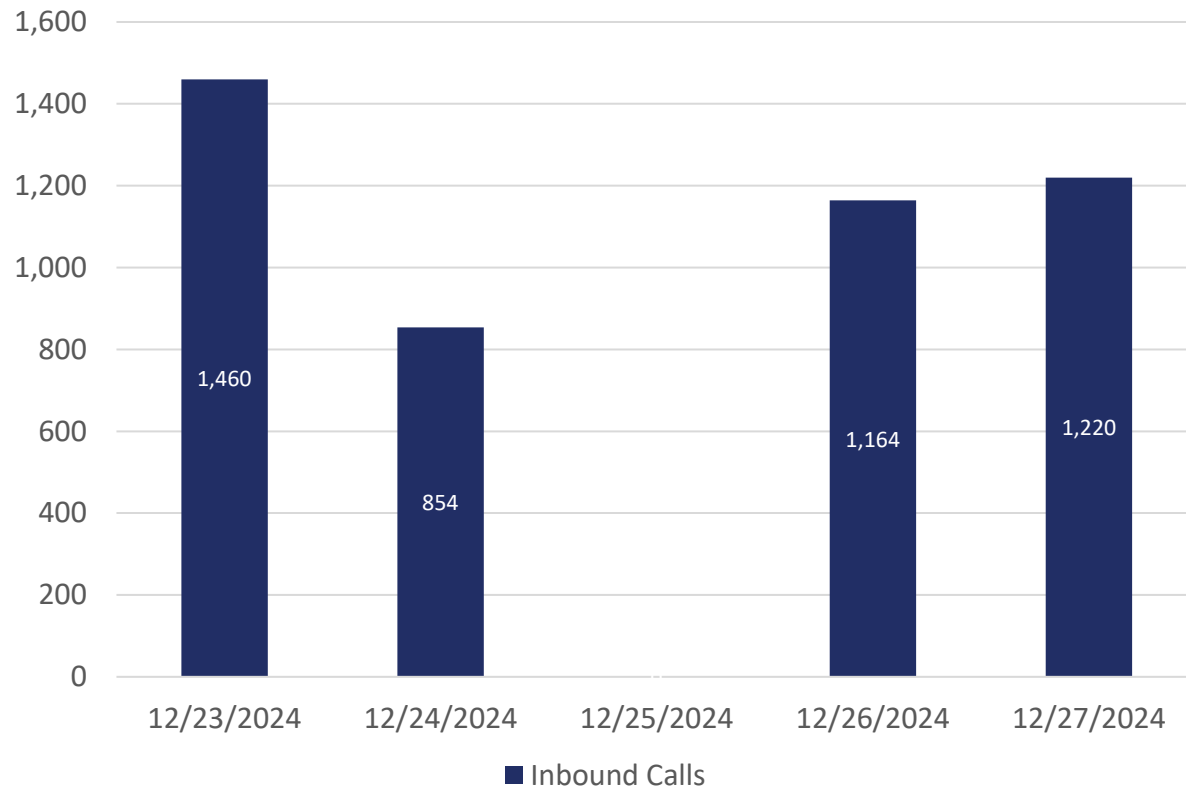
UI Weekly Review-

Regular Program	Preliminary 12/28/2024	Last Week 12/21/2024	Last Year 12/23/2023
Initial Claims	1,718	1,742	2,057
		↓ 1%	↓ 40%
Weekly Certifications	11,148	11,352	6,249
		↓ 2%	↑ 59%
Individuals Receiving Payments	6,481	6,309	5,127
		↑ 3%	↑ 13%
Regular U.I. Payments	\$3,590,587	\$3,770,831	\$2,602,223
		↓ 5%	↑ 34%
U.I. Trust Fund Balance	\$1,571,780,722	\$1,455,392,782	\$1,340,415,794
		↑ 8%	↑ 17%

Kansas Unemployment Insurance Weekly Review

Call Center Volume

Call Volume



Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
12/23/2024	4:35	48%	3%
12/24/2024	0:57	94%	1%
12/25/2024	0:00	0%	0%
12/26/2024	2:49	90%	2%
12/27/2024	2:44	87%	3%

State offices closed for Christmas Day

System Disruptions

- State offices closed for Christmas Day

New Website Landing Pages

Claimants:
KansasUI.gov

Employers:
KansasLabor.gov

The screenshot shows the landing page for claimants. At the top left is the Kansas Department of Labor logo. Below it, the text reads "Welcome to the Kansas Department of Labor". The main content area is divided into two columns. The left column is titled "New user?" and contains a blue button with a person icon and the text "Create an online account". Below this is a horizontal line with "OR" in the center. Underneath are two input fields: "User ID" and "Password (Case Sensitive)". A "Login" button is at the bottom right of this column. The right column features a circular avatar of a woman with red hair and a blue background. Below the avatar, the text says "Chat with Amelia, your unemployment virtual assistant." and "Amelia can help answer some common questions and concerns. With an account, she can tell you your status or help with password reset." At the bottom of this column is a blue button that says "Chat with Amelia".

The screenshot shows the landing page for employers. At the top left is the Kansas Department of Labor logo. Below it, the text reads "Welcome". In the top right corner, "LOGIN-001" is displayed. The main content area is titled "Welcome to Kansas's new Wage & Tax Reporting System". Below this title are four columns of options: "New Employer Registration" (with a description: "If you are a new employer to KDOL and need to register your business"), "Existing Employers" (with a description: "If you have an Employer Account Number (EAN) and your entity does not have a User ID and Password"), "Third Party Agents" (with a description: "If you are a Third Party Agent"), and "Log In" (with input fields for "User ID" and "Password (Case sensitive)", a "Submit" button, and links for "Forgot User ID" and "Forgot Password"). Below these columns are three buttons: "Register", "Create User ID and Password", and "Create a TPA Account". At the bottom of the page, there is a "Quick Links" section with links for "Add Federal Identification Number (FEIN)", "Update BIA Information", "Upload Rate Exchange File", and "Retrieve Rate Exchange File Results". The footer contains the text "Kansas Department of Labor Privacy Security" and "© 2024 The Kansas Department of Labor" along with social media icons for Facebook, X, LinkedIn, YouTube, and Instagram.

Other

- Agency added claimant facing tutorial videos to the KDOL website.
- [New employer videos](#) (Link attached)

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

The screenshot shows the website's navigation menu with 'Unemployment' selected. The main content area is titled 'Unemployment Guides' and includes a list of video tutorials and PDF guides. A note at the bottom states that free viewers are required for some documents and provides icons for downloading them.

Unemployment Guides

Font Size: [icon] [icon] [icon] Share & Bookmark

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.