



UCMIC Report

January 15, 2025

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Amber Shultz, Secretary
Laura Kelly, Governor

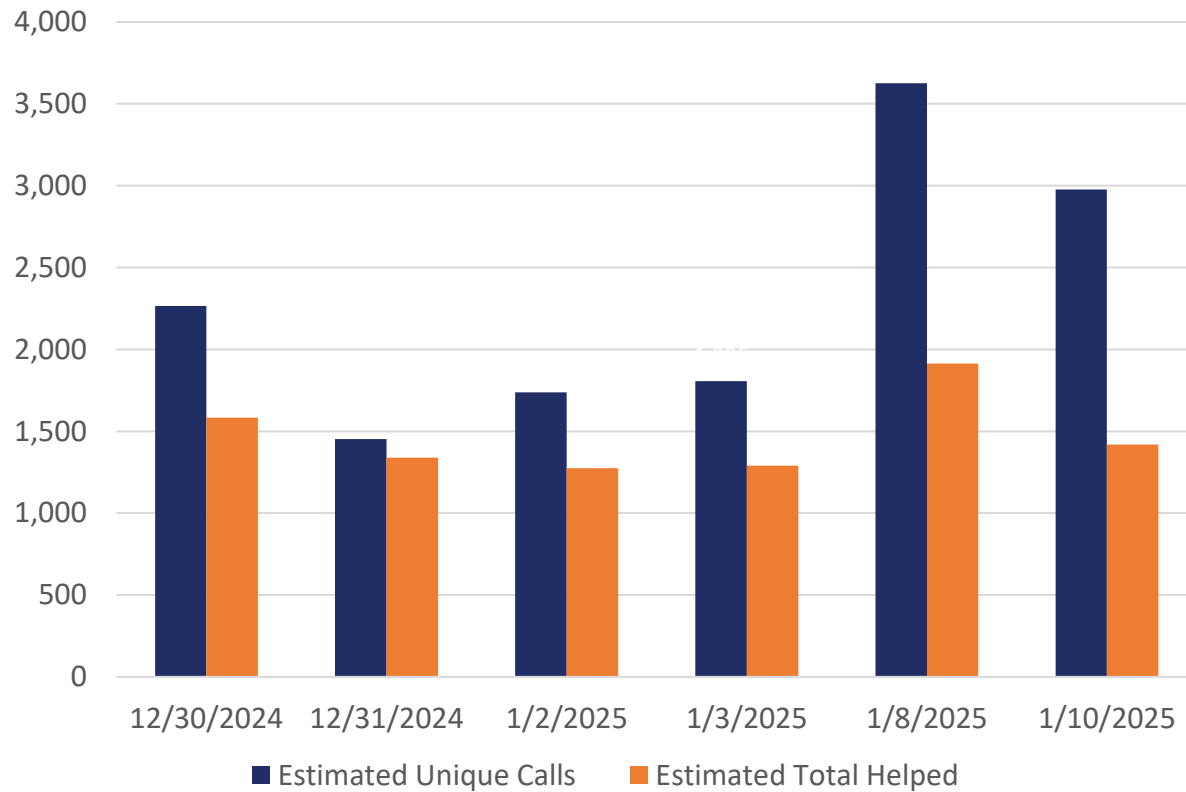
UI Weekly Review-

Regular Program	Preliminary 01/11/2025	Last Week 01/04/2025		Last Year 01/13/2024	
Initial Claims	1,863	1,753	⬆️ 6%	2,928	⬇️ 36%
Weekly Certifications	10,989	11,284	⬇️ 3%	6,956	⬆️ 58%
Individuals Receiving Payments	6,300	6,280	⬆️ 1%	5,809	⬆️ 8%
Regular U.I. Payments	\$5,210,733	\$2,244,103	⬆️ 132%	\$3,200,088	⬆️ 63%
U.I. Trust Fund Balance	\$1,457,642,564	\$1,459,815,406	⬇️ 1%	\$1,342,362,974	⬆️ 9%

Kansas Unemployment Insurance Weekly Review

Contact Center Volume

Call Volume



Call Metrics

	Average Speed to Answer	Percent of Estimated Unique Callers Helped	Average Length of call
12/30/2024	4:10	69%	11:16
12/31/2024	2:49	92%	11:22
1/02/2025	4:16	73%	12:02
1/03/2025	5:16	71%	12:01
1/08/2025	4:28	52%	13:35
1/10/2025	5:55	47%	13:42

State offices closed for New Years Day, multiple inclement weather days, and Remembrance Day for Former President Jimmy Carter

System Disruptions

- State offices closed for New Years Day, Wednesday January 1
- State offices closed due to inclement weather, Monday January 6
- State offices closed due to inclement weather, Tuesday January 7
- State offices closed for Remembrance Day, for Former President Jimmy Carter, Thursday January 9

New Website Landing Pages

Claimants:
KansasUI.gov

Employers:
KansasLabor.gov



Welcome to the Kansas Department of Labor

New user?


[Create an online account](#)

OR

User ID

Password (Case Sensitive)

[Login](#)



Chat with Amelia, your unemployment virtual assistant.

Amelia can help answer some common questions and concerns. With an account, she can tell you your status or help with password reset.

[Chat with Amelia](#)



Welcome

LOGIN-001

Welcome to Kansas's new Wage & Tax Reporting System

New Employer Registration

If you are a new employer to KDOL and need to register your business

[Register](#)

Existing Employers

If you have an Employer Account Number (EAN) and your entity does not have a User ID and Password

[Create User ID and Password](#)

Third Party Agents

If you are a Third Party Agent

[Create a TPA Account](#)

Log In

User ID

Password

(Case sensitive)

[Submit](#)

[Forgot User ID](#) [Forgot Password](#)

Quick Links : [Add Federal Identification Number \(FEIN\)](#) [Update BIA Information](#) [Upload Rate Exchange File](#) [Retrieve Rate Exchange File Results](#)

Kansas Department of Labor Privacy Security



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Social Media

Reminder, KDOL offices and the Contact Center will be closed Monday, January 20, for Martin Luther King Jr. Day.

There may be a delay in Unemployment Insurance payments.

Recuerde, las oficinas de KDOL y el Centro de Contacto estarán cerrados el lunes 20 de enero por el Día de Martin Luther King Jr.

Puede haber un retraso en los pagos del Seguro de Desempleo.



Posted: January 6th

Be on the Lookout!

1099-G Tax Forms will be mailed out by January 31, 2025 for the 2024 tax year.

If you received unemployment benefits in 2024, you will receive a 1099-G Tax Form in the mail.

¡Esté Atento!

Los Formularios de Impuestos 1099-G se enviarán por correo antes del 31 de enero de 2025 para el año fiscal 2024.

Si recibió beneficios de desempleo en 2024, recibirá un Formulario de Impuestos 1099-G por correo.




Posted: January 15th

STOP HUMAN TRAFFICKING

- Educate yourself about the issue
- Support organizations working to fight human trafficking.
- Report suspicious activity to local authorities or the National Human Trafficking Hotline.
- Advocate for policy changes

NATIONAL HUMAN TRAFFICKING HOTLINE:
888-373-7888



To be posted: January 27th

SIDES allows our organization to submit claims electronically and sends me email notifications to help me stay on track.

— Business Owner




To be posted: January 29th

Other

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

<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.