



UCMIC Report

March 28, 2025

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Amber Shultz, Secretary
Laura Kelly, Governor

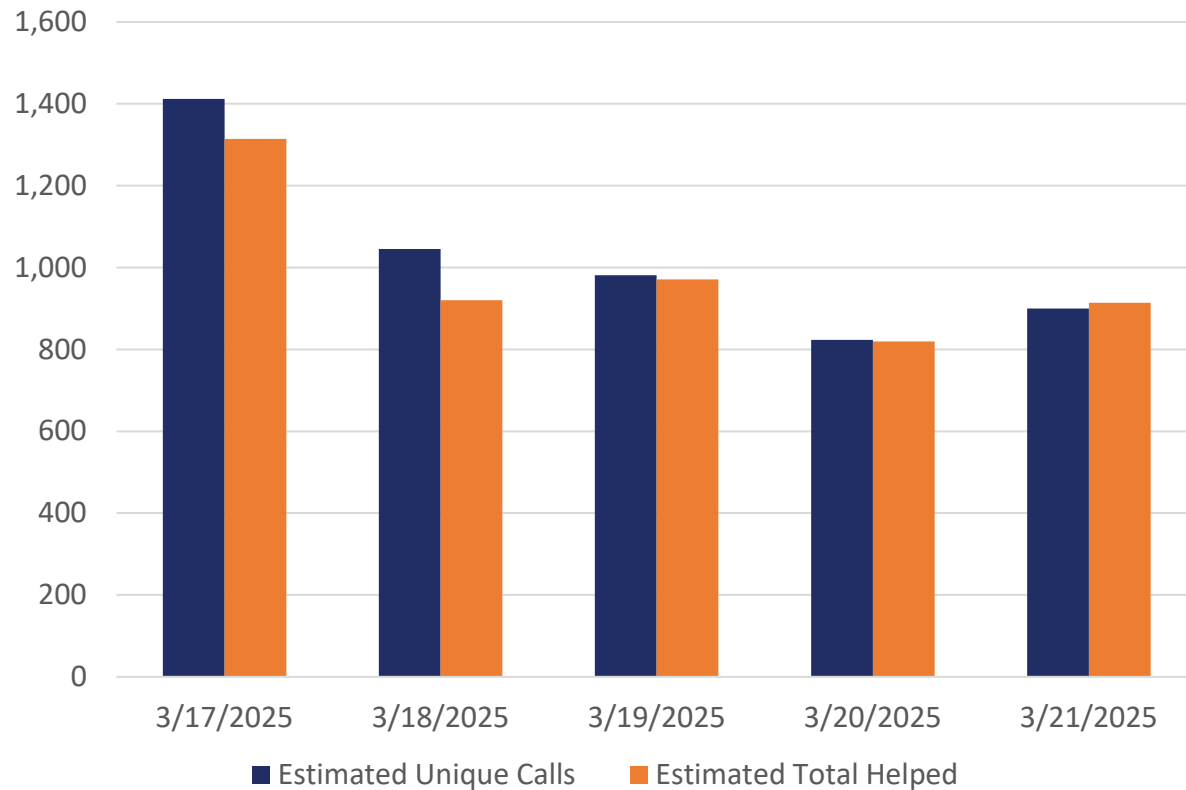
UI Weekly Review

Regular Program	Preliminary 03/22/2025	Last Week 03/15/2025		Last Year 03/23/2024	
Initial Claims	1,118	1,137	⬇️ 2%	1,061	⬆️ 5%
Weekly Certifications	10,527	11,083	⬇️ 5%	5,582	⬆️ 89%
Individuals Receiving Payments	5,614	5,833	⬇️ 4%	5,050	⬆️ 11%
Regular U.I. Payments	\$3,378,385	\$3,817,238	⬇️ 11%	\$2,663,989	⬆️ 27%
U.I. Trust Fund Balance	\$1,442,695,272	\$1,445,913,928	⬇️ 1%	\$1,337,186,282	⬆️ 8%

[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
3/17/2025	2:01	93.06%	13:07
3/18/2025	2:36	88.04%	12:47
3/19/2025	1:57	98.98%	12:57
3/20/2025	0:37	99.51%	12:52
3/21/2025	0:49	100%	15:15

System Disruptions

- No system disruptions reported in the past two weeks.

Other

Customer Service Staffing:

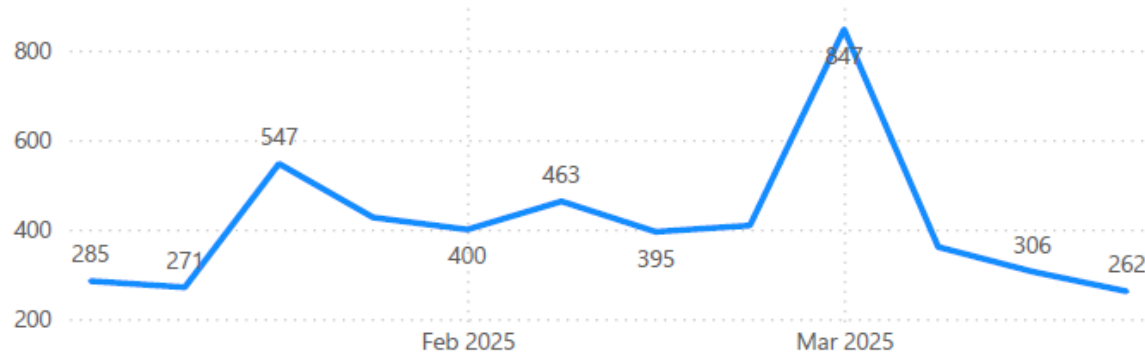
- On March 3, 2025, twelve new Customer Service Representatives (CSRs) were hired to support incoming calls to the UI Contact Center.
- These CSRs began handling claim processing calls on March 17, 2025, and completed training to answer UI general inquiry calls on March 20, 2025.
- Prior to the UITE, CSRs required 3-4 weeks of training to begin handling claim processing calls and one additional week before taking UI general inquiry calls.

Federal Claims Processing:

- Between March 9 and March 22, 2025, a total of 14 federal claims were processed for UI.

My Reemployment Plan Selections

My ReEmployment Plan Selections



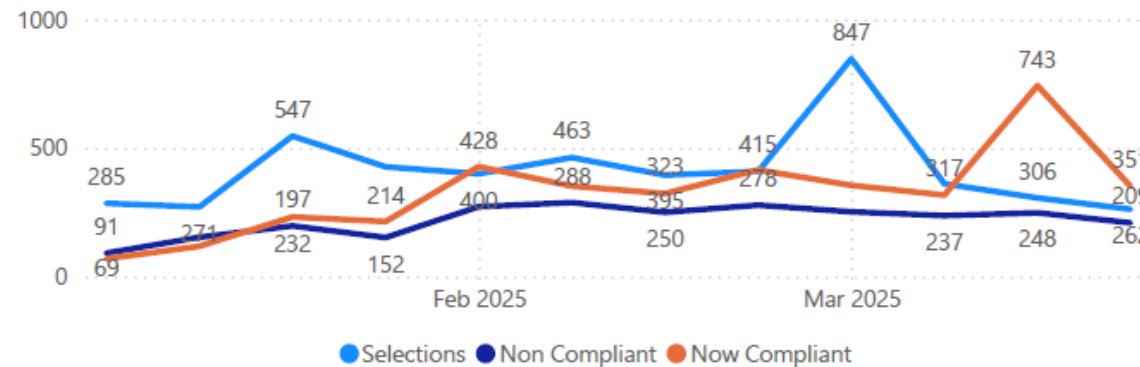
My ReEmployment Plan 2025

4973
Selections
2627
Non Compliant
3917
Now Compliant

My ReEmployment Plan 3/22/2025

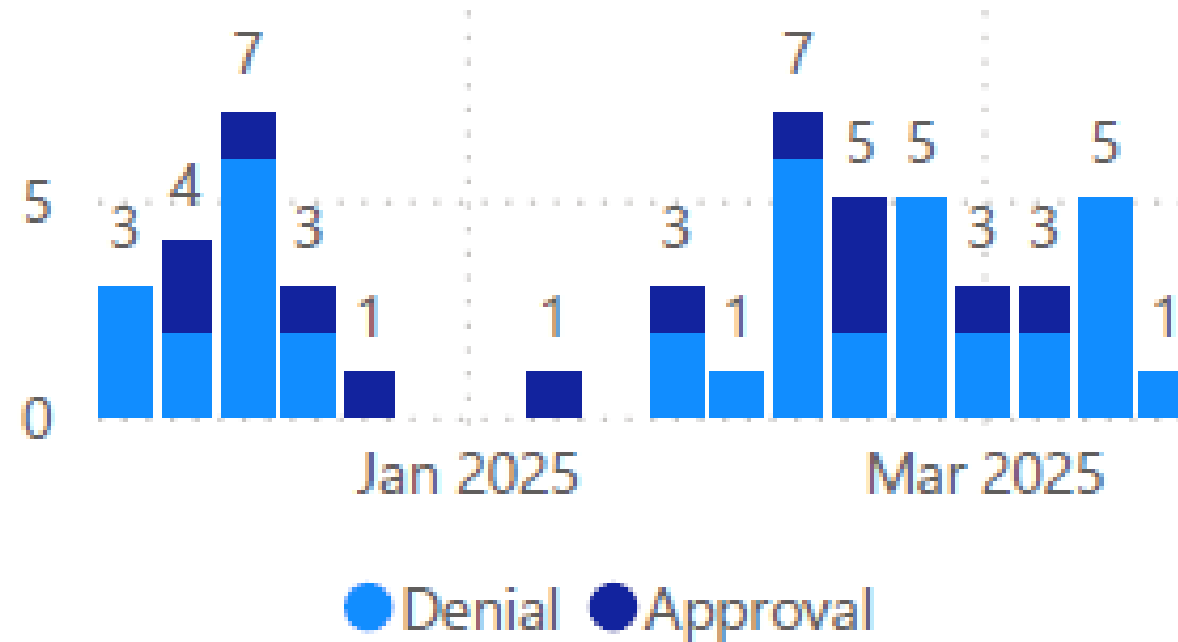
262
Selections
209
Non Compliant
351
Now Compliant

My ReEmployment Plan



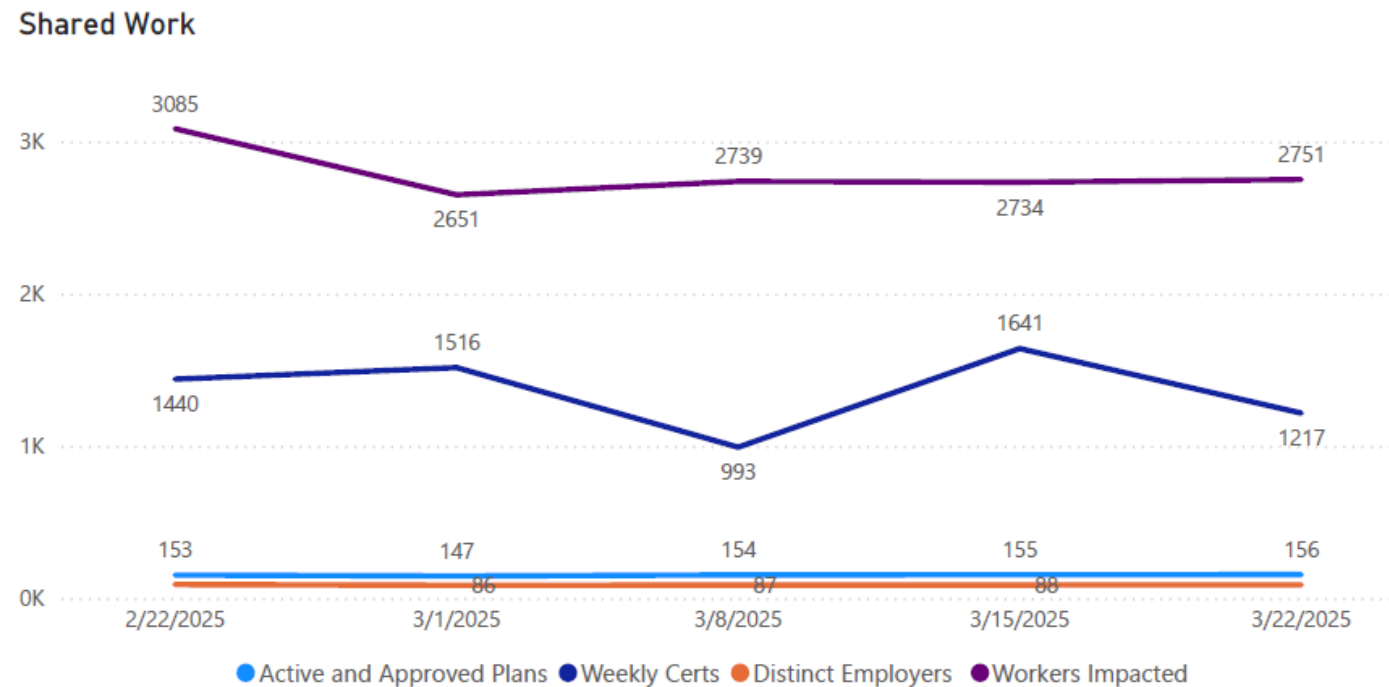
Job Refusals

Job Refusals



Shared Work

- Active & Approved plans - 156
- Distinct employers - 88
- Number of total affected workers – 2,751
- Workers that had weekly certification filed last calendar week – 1,217



Social Media



Posted: March 20th



Posted: March 26th



To be posted: April 1st



To be posted: April 1st