



UCMIC Report

April 15, 2025

401 SW Topeka Blvd.
Topeka, KS 66603
Phone: (785) 296-0901
Fax: (785) 296-0753
KDOL.Communications@ks.gov
dol.ks.gov

Amber Shultz, Secretary
Laura Kelly, Governor

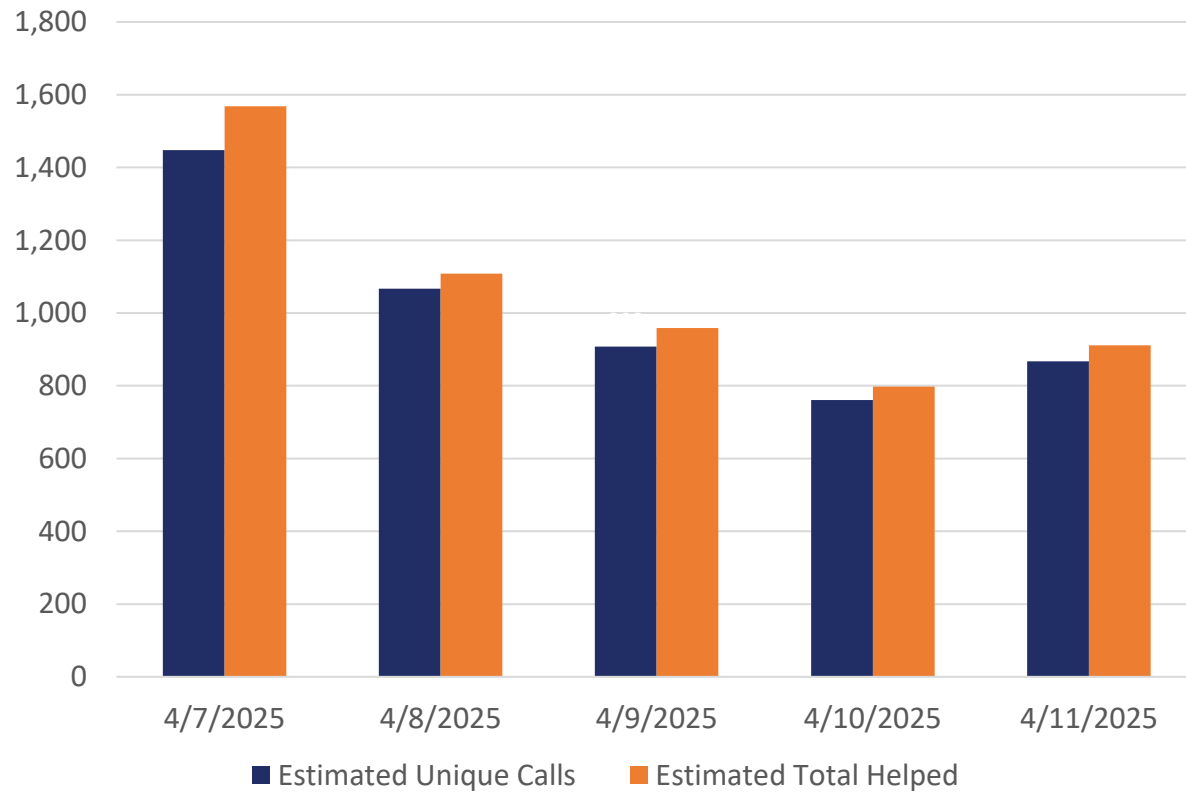
UI Weekly Review

Regular Program	Preliminary 04/12/2025	Last Week 04/05/2025		Last Year 04/13/2024	
Initial Claims	1,368	1,064	⬆️ 29%	1,300	⬆️ 5%
Weekly Certifications	10,222	9,458	⬆️ 8%	5,067	⬆️ 102%
Individuals Receiving Payments	5,077	5,058	⬆️ 1%	4,437	⬆️ 14%
Regular U.I. Payments	\$3,298,986	\$3,159,916	⬆️ 4%	\$2,442,579	⬆️ 35%
U.I. Trust Fund Balance	\$1,450,987,431	\$1,450,430,428	⬆️ 1%	\$1,345,495,549	⬆️ 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
4/7/2025	1:56	100%	13:10
4/8/2025	0:29	100%	10:39
4/9/2025	0:35	100%	13:24
4/10/2025	0:07	100%	11:52
4/11/2025	0:27	100%	11:06

System Disruptions

- No system disruptions reported in the past two weeks.

Other

Customer Service Staffing:

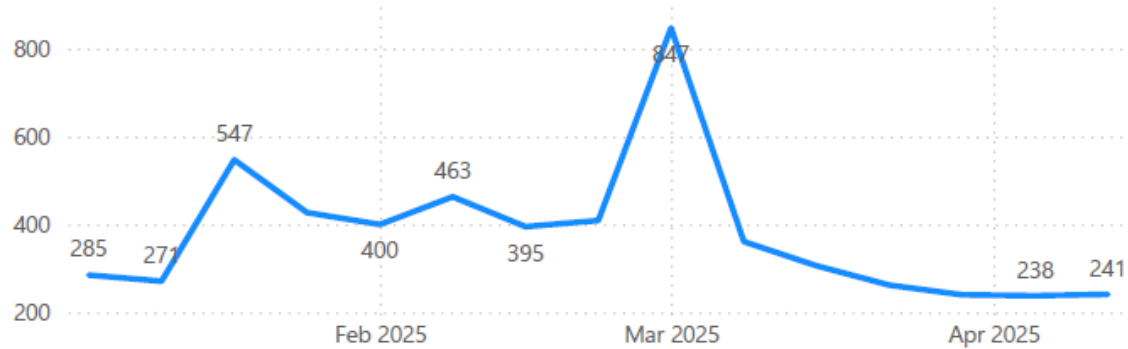
- On April 14, 2025, five new Customer Service Representatives (CSRs) began training to support incoming calls to the UI Contact Center with anticipated completion of the training for the five new CSRs on May 1, 2025.
- We expect to promote around eight CSRs to begin adjudication training in late April early May 2025, to support making UI eligibility decisions.

Federal Claims Processing:

- Between March 9 and April 12, 2025, we processed 23 federal unemployment claims.

My Reemployment Plan Selections

My ReEmployment Plan Selections



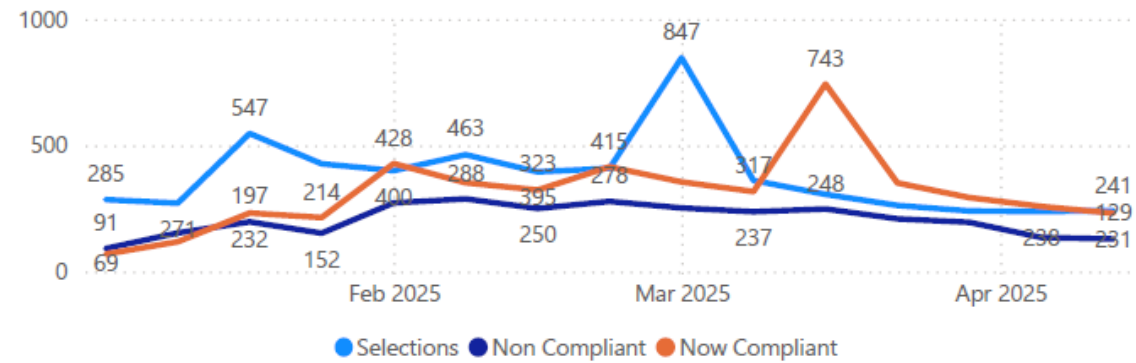
My ReEmployment Plan 2025

5692
Selections
3086
Non Compliant
4699
Now Compliant

My ReEmployment Plan 4/12/2025

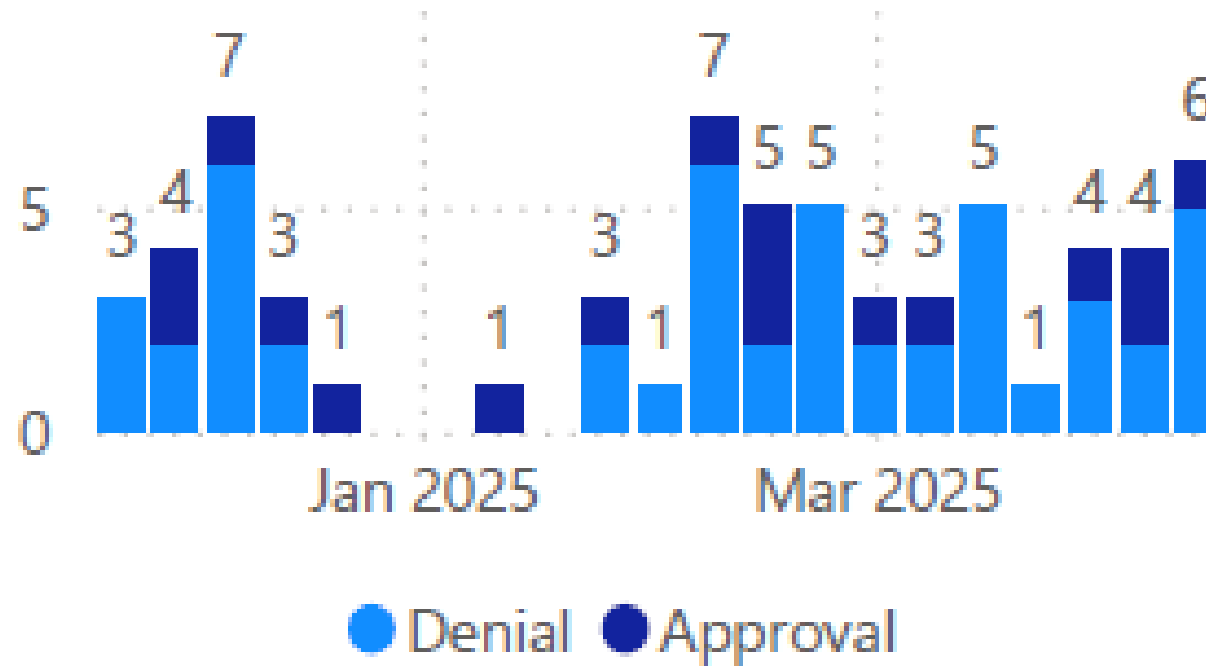
241
Selections
129
Non Compliant
231
Now Compliant

My ReEmployment Plan



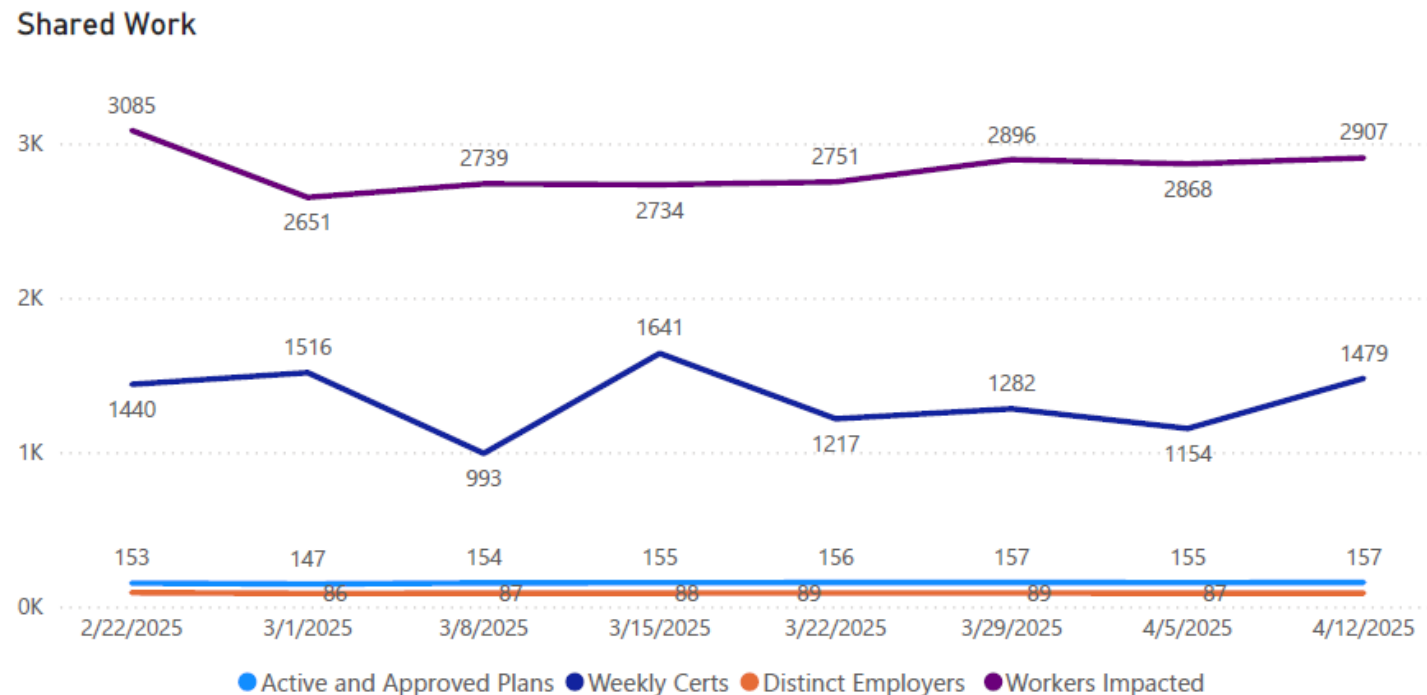
Job Refusals

Job Refusals



Shared Work

- Active & Approved plans - 157
- Distinct employers - 87
- Number of total affected workers – 2,907
- Workers that had weekly certification filed last calendar week – 1,479



Social Media



Posted: April 10th

DID YOU KNOW?

Unemployment Insurance Approved Training

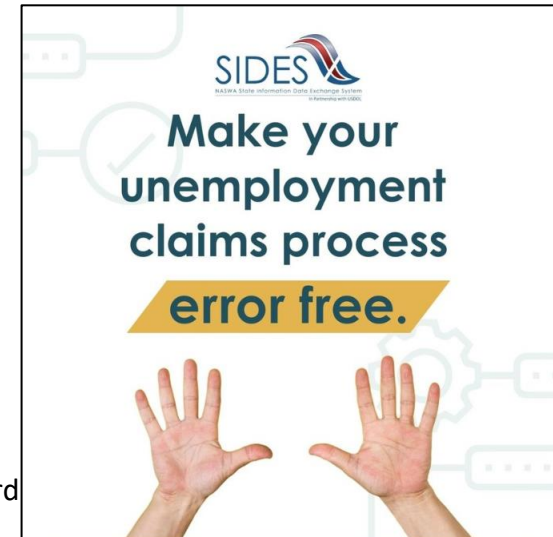
The **Approved Training Program** lets you skip job search requirements for unemployment benefits while attending approved training.



Posted: April 11th



To be posted: April 16th



To be posted: April 23rd