



UCMIC Report

April 30, 2025

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Amber Shultz, Secretary
Laura Kelly, Governor

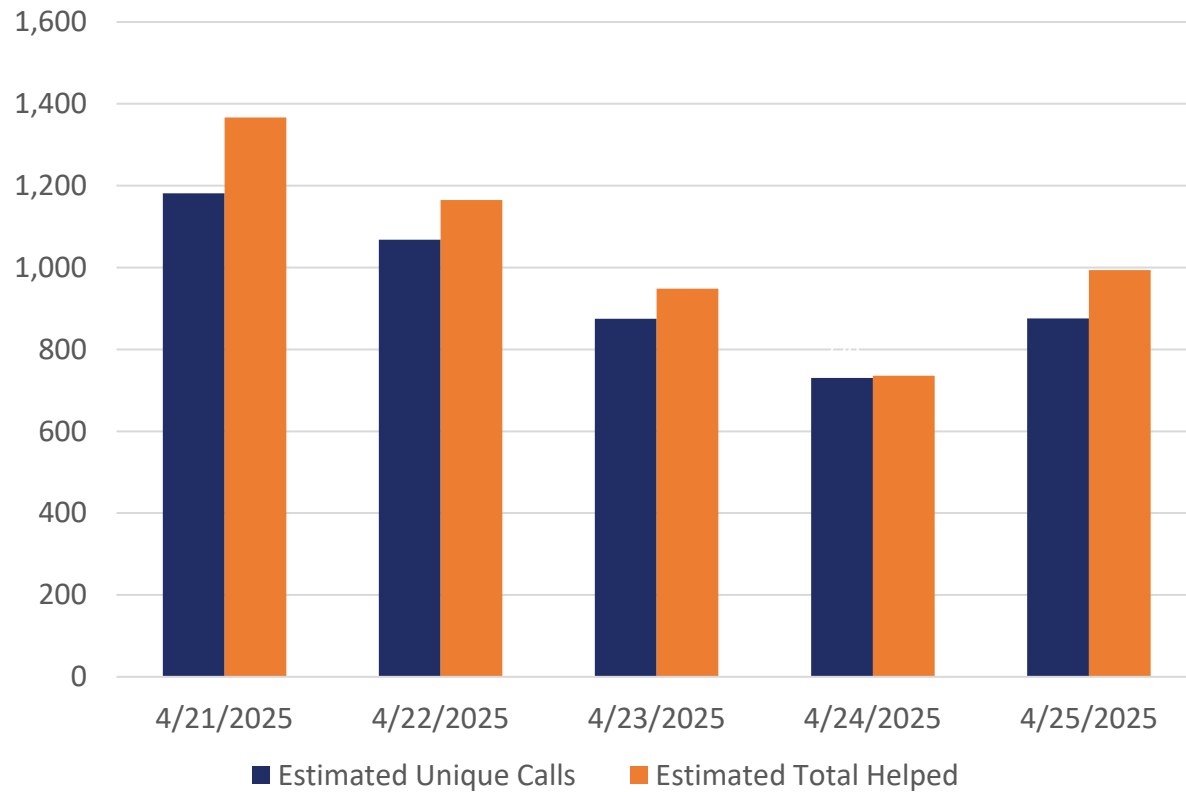
UI Weekly Review

Regular Program	Preliminary 04/26/2025	Last Week 04/19/2025		Last Year 04/27/2024	
Initial Claims	1,073	1,138	⬇️ 6%	1,273	⬇️ 16%
Weekly Certifications	9,596	9,112	⬆️ 5%	4,863	⬆️ 97%
Individuals Receiving Payments	5,011	5,198	⬇️ 4%	4,229	⬆️ 18%
Regular U.I. Payments	\$2,921,710	\$3,063,628	⬇️ 5%	\$2,327,359	⬆️ 26%
U.I. Trust Fund Balance	\$1,451,612,955	\$1,449,832,292	⬆️ 1%	\$1,363,776,773	⬆️ 6%

[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
4/21/2025	0:38	100%	11:37
4/22/2025	0:52	100%	11:45
4/23/2025	0:16	100%	12:33
4/24/2025	0:08	100%	11:21
4/25/2025	0:49	100%	10:56

System Disruptions

- On April 23rd, the VPN connection between KDOL and AWS went down for about an hour, which affected the processing of pay files and prevented staff from accessing systems. The connection was later restored, pay files were processed, and staff were able to log in without major disruption to business operations.
- On April 28th, internal staff were unable to access the UI system for about 3 hours. Services were restarted, and the issue was resolved shortly afterward. A root cause analysis report is still pending.

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:

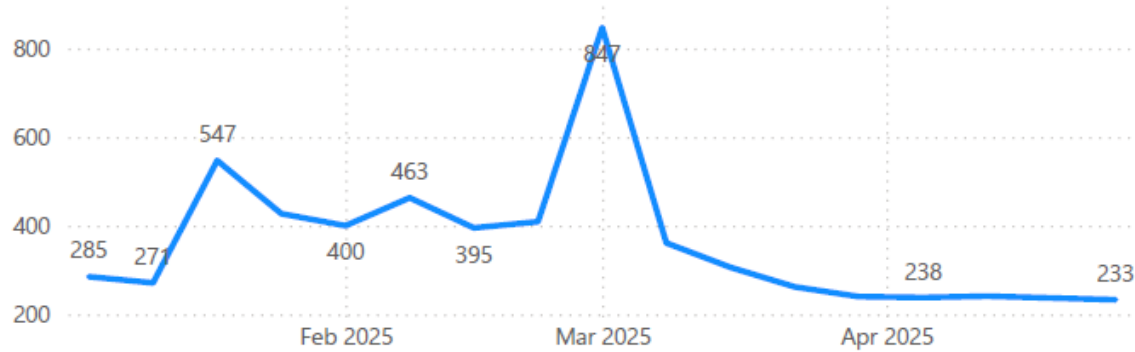
- Between March 9 and April 26, 2025, we processed 29 federal unemployment claims.

How many negative rated employers took advantage of the write off provision and what was the total amount written off?

- A total of 1,718 employers will be included in the write off provision for a total of \$405,094,803.69 of prior benefit charges being removed.
- A total of 17 Employers have voluntarily elected to take advantage of the extra timeline that HB2570 has provided.

My Reemployment Plan Selections

My ReEmployment Plan Selections



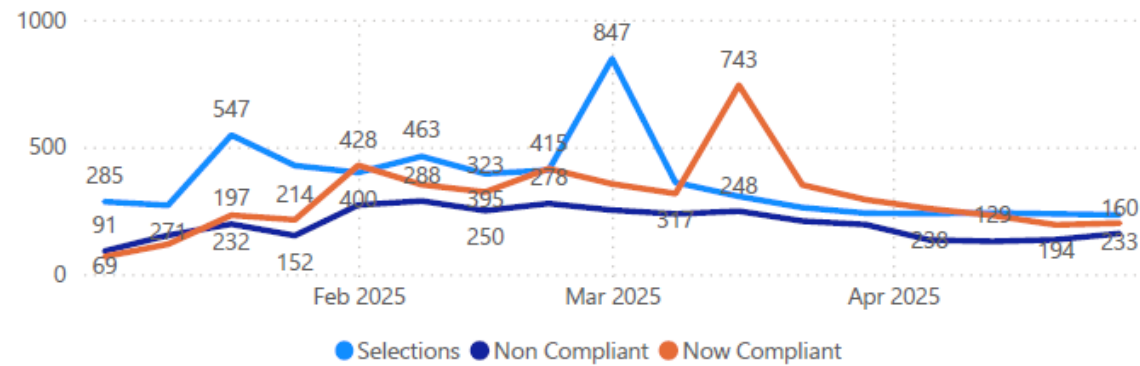
My ReEmployment Plan 2025

6162
Selections
3382
Non Compliant
5094
Now Compliant

My ReEmployment Plan 4/26/2025

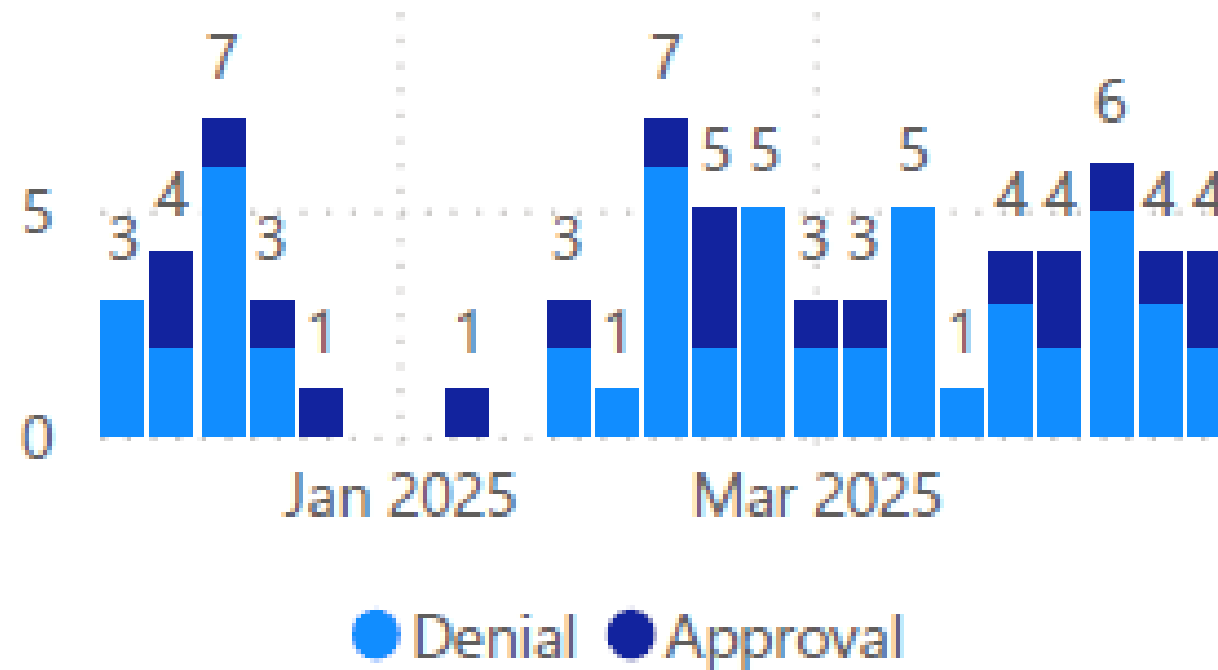
233
Selections
160
Non Compliant
201
Now Compliant

My ReEmployment Plan



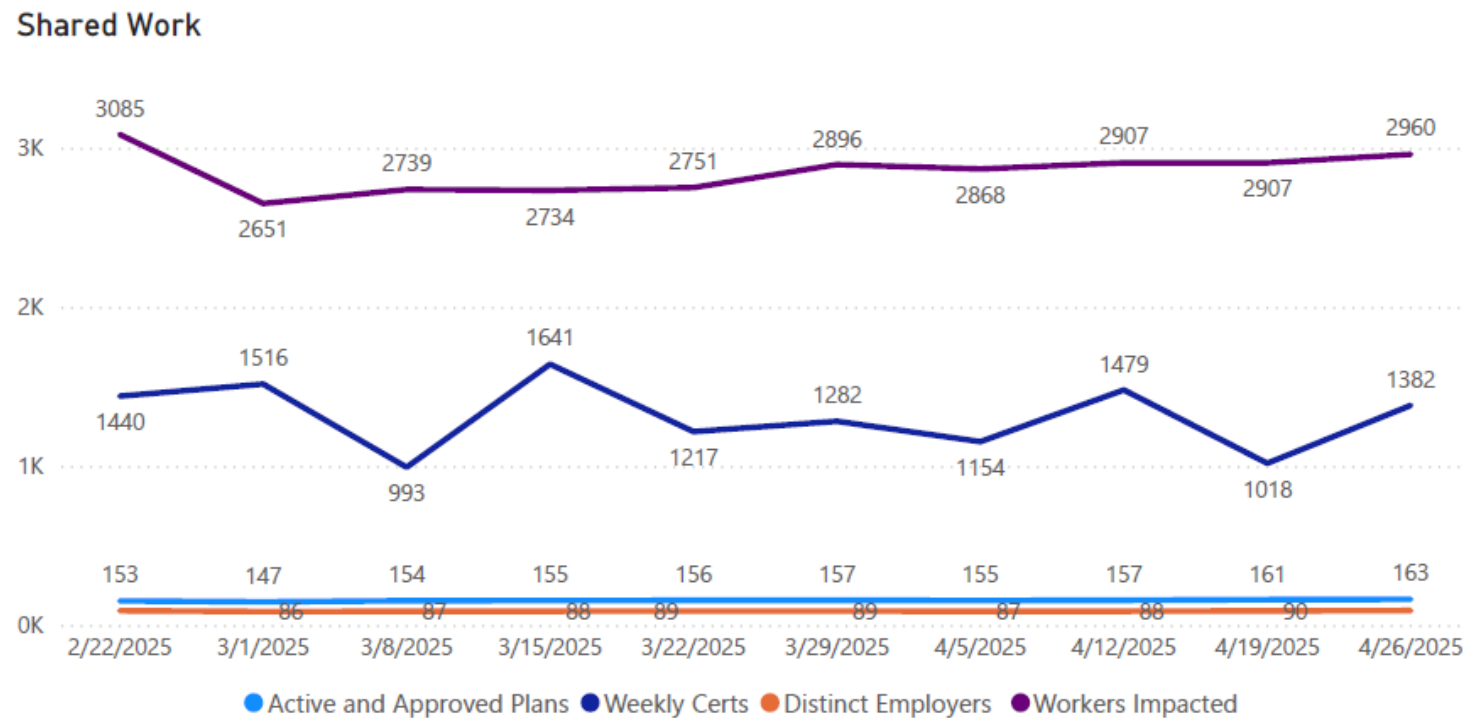
Job Refusals

Job Refusals



Shared Work

- Active & Approved plans - 163
- Distinct employers - 90
- Number of total affected workers – 2,960
- Workers that had weekly certification filed last calendar week – 1,382



Social Media



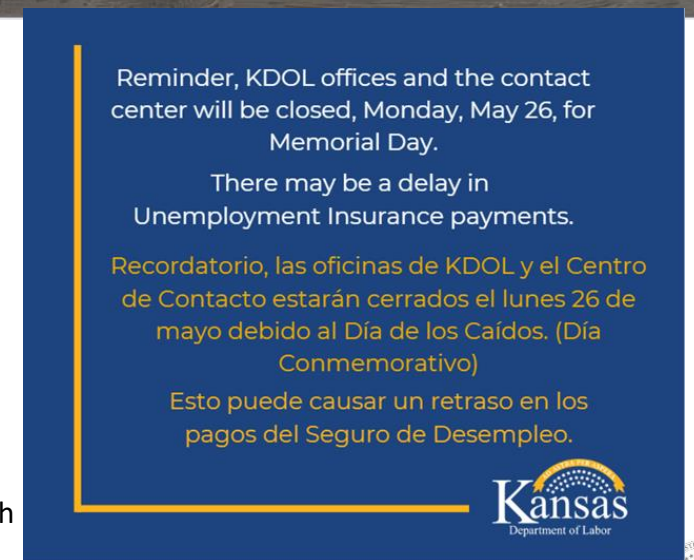
Posted: April 23rd



To be posted: May 14th



To be posted: May 9th



To be posted: May 19th