

Awards

- 2025 State Information Technology (IT) Recognition Award from the National Association of State Chief Information Officers (NASCIO) for Digital Experience: Agency/Program Solutions
- 2025 Amazon Web Services (AWS) Champions Award

Employer Metrics

Wage Base Increase
(effective Jan. 1, 2026):
\$14,000 ➔ \$15,100

Employers Contributing to the Trust Fund:
81,000

Trust Fund Balance:
\$1,496,075,000
(as of July 31, 2025)

Trust Fund Solvency:
Sufficient Funds for
1 year 8 months
at peak rate

UITE System Performance

Go Live: November 19, 2024

Significant
reduction in processing time



Over 99%



uptime

Unemployment Insurance Self-Service

92%
of UI Claims
are self-service



KDOL Contact Center Employee Retention

- Since 2024, KDOL has seen a stabilizing increase in contact center employee retention
- Enhanced opportunities for training and advancement

Unemployment Insurance Contact Center Statistics

Current Contact Center Statistics*:

CONTACT CENTER STAFF

37



ADJUDICATIONS STAFF

24



BENEFITS STAFF

38



2025*

- Unique Calls Answered: 245,735
- Average Speed to Answer: 2:07 minutes
- Average Handling Time: 12:15 minutes

Pre-UI TE (2023)

- Unique Calls Answered: 191,917
- Average Speed to Answer: 4:48 minutes
- Average Handling Time: 15:07 minutes

My Reemployment Plan (2025)

- Total Number of Selections: 14,313
- Non-compliant: 8,080

Unemployment Insurance Integrity

Prevention:

Identity and Account Protection

Detection:

Post-Filing Cross Matches

Recover:

Improper Payment Collection

Stakeholder collaboration with state, federal and external partners.

Future UI TE Improvements

- Mass Layoff Capabilities for Employers
- Chatbot
- Treasury Offset Program (TOP)

Temporary Unemployment

- SB 125 expanded the entry threshold for individuals covered under a collective bargaining agreement who have been temporarily laid off from 8 weeks to 6 months in order to be deemed eligible to collect temporary unemployment benefits assuming all other statutory requirements are met. This provision is set to expire on June 30, 2026.