



# KDOL COVID-19 Response Timeline

## WEEK OF MARCH 22ND

Recruiting begins, intake staff is doubled from 20 to 40  
Governor Kelly issues Stay Home order  
CARES Act is passed  
55,428 Initial Claims are received  
Internet claims have increased 7,579.2% from the previous year, while call center claims are up 1,997.3%  
17,397 Continued Claims are received  
Daily Facebook LIVE sessions begin reaching an audience of almost 500,000 Kansans

## WEEK OF APRIL 5TH

Received guidance from U.S. DOL on new federal programs (CARES Act)  
New intake staff are trained, bringing the total to over 100  
Triage Virtual Call Center goes LIVE and can now serve an average of 4,800 Kansas in a day, rather than the previous average of 1,650  
Call Center expands hours to include Saturday  
30,786 Initial Claims are received  
75,494 Continued Claims are received, an increase of 857.1% from last year

## WEEK OF MARCH 15TH

Initial Claims increase 1,214.6% from 1,820 per week to 23,925 per week  
Call Center hours expanded  
Governor Kelly announces all non-essential state employees will be placed on administrative leave  
KDOL began active communications with Legislators, Unions and the Business Community, including webinars, e-briefings, and town halls

## WEEK OF MARCH 29TH

CARES Act goes into effect  
Intake staff is increased from 40 to 60  
50,345 Initial Claims are received  
Initial Claims have increased 3,483.3% from the last year  
50,088 Continued Claims are received

## WEEK OF APRIL 12TH

IT SWAT team brought in to strengthen the website to handle more traffic  
IT has delivered over 100 laptops in 3.5 weeks to support Work From Home orders  
31,849 Initial Claims are received, bringing the five week total to 192,333  
92,969 Continued Claims are received, an increase of 1,113.2% from last year

## WEEK OF APRIL 26TH

KDOL has received a total of 236,412 initial claims since the March 15th  
During this week KDOL processes 117,555 weekly continued claims  
By this week, \$63,349,002 in FPUC payments have gone out to claimants  
The first draft of Workers Compensation regulation is denied

## WEEK OF MAY 10TH

KDOL begins accepting applications for Pandemic Unemployment Assistance (PUA), these benefits are expected to begin paying out by May 25th  
Bank limits for daily ACH payments are increased and KDOL pays out \$99,828,060 in FPUC payments overnight on May 14th  
By the end of this week KDOL has paid out over \$331 million in FPUC payments  
The second draft of Workers Compensation regulation is denied  
KDOL provides updates to House Commerce, Labor & Economic Development and Senate Commerce

## WEEK OF APRIL 19TH

Governor Kelly directs KDOL to evaluate its processes and procedures for handling workers compensation claims filed by law enforcement, firefighters, emergency medical service providers and health care workers that are reasonably related to the pandemic and the first draft of Workers Compensation regulation is submitted to the Division of the Budget  
Kansas Legislature's temporary expansion to up to 26 weeks of unemployment benefits is implemented  
FPUC (\$600) payments are LIVE  
Announced Spanish Language Website for [www.GetKansasBenefits.gov](http://www.GetKansasBenefits.gov)

## WEEK OF MAY 3RD

KDOL continues to receive a large number of initial claims, adding 13,002 this week and bringing the total up to 249,414 since March 15th  
This week KDOL processes 115,536 weekly continued claims  
201,357 FPUC payments totaling \$154,427,400 have been made  
KDOL announces rolling payment schedule for FPUC back payments to facilitate the daily cap on ACH payments  
The second draft of Workers Compensation regulation is submitted to the Division of the Budget

## WEEK OF MAY 17TH

KDOL responds to Senate Commerce questions  
Consideration of Sen Sub HB2154 on May 21  
Pandemic Emergency Unemployment Compensation (PEUC) program codes inputted by IT  
FPUC payments continue  
Labor Market Report reflecting COVID-19's first impact will be released Friday