Testimony
House Appropriations Committee
April 24, 2020
Zoom Meeting - Statehouse
Kansas Department of Labor
Secretary Delía García

Chairman Waymaster and members of the committee,

It has been an unfathomable five weeks since we began receiving a historically unprecedented amount of claims. No one in the unemployment insurance world has seen anything like this before. Between March 15 and April 18, we received 192,333 total initial claims. As of the week ending April 18, we had 92,969 continued weekly claims, with 72,214 individuals receiving benefit payments.

When evaluating the status of the unemployment insurance system, it is important to understand the overall structure and the challenges presented. As has been discussed, the primary processing tool for the UI system is a legacy mainframe system. While reliable, mainframe systems do present challenges. Specifically, the ability to rapidly respond to numerous changes at once is extremely difficult. In the current crisis, KDOL IT staff are tasked with implementing the removal of the waiting week, an extension of Kansas benefits to 26 weeks from 16 weeks, a federally funded increase in benefits of $600 per week, and an additional 13 weeks of federally funded benefits for certain qualifying claims. These changes all utilize the same payment file, so the changes must work in concert with one another. This requires painstaking code review and testing. Further, the ability to utilize additional outside resources is limited due to unfamiliarity with the KDOL mainframe environment. Even for current programming staff, inherent challenges are presented due to code documentation issues that have occurred over a period of several years.

In addition to the mainframe, KDOL also utilizes an internet web environment and a Siebel case management functionality. These distinct environments are part of previous modernization efforts that have increased functionality in certain areas. However, they are not a comprehensive technology stack and have not been upgraded and maintained over time. The result is that our unemployment system is extremely vulnerable to the types of massive data that is currently hitting the system due to the ongoing public health and economic crisis. As technology changes around the mainframe, the code does not and is inflexible, meaning it takes more effort to put changes into production.

As a result, our team must expend considerable resources trying to keep the system from crashing. This includes a multi-day effort to address issues with a software known as “Rocket” that links the web environment to the mainframe. When we installed Rocket in 2015, replacing an even older and less reliable technology called “Attachmate” that performed the same function,
there was simply nothing included in that project design or implementation that imagined handling the amount of data that is currently required. Due to round the clock efforts by our KDOL IT team, OITS staff, outside contractors and vendors, the website is maintaining the ability to file claims. Further, we are constantly monitoring the situation and evaluating additional options to ease the data burden on our existing infrastructure.

I am inviting you, the State Legislature, to work together with my agency to be part of the solution to help our fellow Kansans by investing in modernizing Kansas and building a better system. We can do this in partnership as we move forward to respond to the current crisis, while also being proactive in preparing for a future crisis. By doing this, we can better position our state to be prepared for the next state emergency. This is especially important as we evaluate the longevity of COVID-19 and its impacts. About twenty years ago, we were amongst the first in the country to launch the ks.gov technology, which was a result of a public - private partnership, and I am confident we can utilize this once successful model to better serve our fellow Kansans.

In addition to the challenges presented by the IT infrastructure, the UI Contact Center was not adequately staffed for the historic levels of claims we are now receiving. The administrative costs of the unemployment insurance system are federally funded. Because federal funding links to the unemployment rate, when claims numbers are low, as they have been for the last few years, the administrative funding goes down dramatically. The underfunding of the unemployment insurance system has been a consistent area of concern over the last few years from advocacy groups such as the National Association of State Workforce Agencies. The number of customer service representatives in our contact center numbered in the low 20’s at the onset of this crisis. The problem is simply one of basic math.

We have taken multiple steps to increase the number of contact center representatives, and I will expand on this in a moment. It is important to understand why there is no easy path to rapidly increase the number of customer service representatives available. First, the unemployment law is complicated in normal times, and we are now adding multiple law changes and program enhancements at the same time that it must be learned. Second, the lack of a coherent system outlined above creates numerous challenges for frontline workers. CSR’s must navigate between both a mainframe screen and a Siebel screen while taking a call. These screens are difficult to learn and make customer service less efficient. The normal training class for a CSR is 4 weeks of classroom learning, followed by close monitoring once a CSR is on the “floor.” So, there is no easy way to simply hire 50 customer service representatives and have them start working claims the next day. This issue is exacerbated by a finite number of supervisors and training staff to work closely with new CSR’s and ensure they are not making mistakes on claims that will only increase the workload. Finally, any effort to increase staff must also navigate the challenges of keeping our workforce safe through social distancing and working from home, which are the same challenges that are currently leading to the unprecedented numbers of unemployed workers across the country.

USDOL has authorized the states to ignore previous restrictions on utilizing private contractors to assist in the unemployment claims process. Even if KDOL hired 100 private call center workers to assist, those workers would still have to receive detailed training on the unemployment insurance and the technology systems that support the program. Again, those workers would have to be supported by a number of experienced supervisors and trainers that do not exist. Where private industry could potentially provide assistance would be in a lower-skilled virtual contact center that provided informational services without the knowledge and expertise to do actual work on claims. KDOL, in partnership with the Office of the Governor, the Kansas
Department of Agriculture and the Kansas Department of Commerce, has utilized such an approach by standing up a virtual contact center through Amazon. With the addition of the “triage” contact center, our number of intake representatives grew to well over 100. Since then we continue to increase staffing by hiring former employees to assist not only with intake, but also with some of the back end processes necessary to operate our system. However, instead of utilizing private sector employees as allowed by the recent federal guidance, we have utilized our own state employees who are currently considered non-essential workers. Now, we are focused on long-term staffing solutions.

Finally, I can provide a detailed update on the status of the new federal programs. The CARES Act was signed into law on March 27, 2020. The law included a number of provisions on various topics, including: unemployment insurance such as Pandemic Unemployment Assistance (PUA); Emergency Unemployment Relief for Governmental Entities and Non-Profit Organizations; Federal Pandemic Unemployment Compensation (FPUC); Temporary Full Federal Funding of the First Week of Compensable Regular Unemployment; Emergency State Staffing Flexibility; Pandemic Emergency Unemployment Compensation (PEUC); Temporary Financing of Short-Time Compensation (STC) Payments in States with STC Programs; and Grants for STC Programs.

**Pandemic Unemployment Assistance (PUA)** provides relief to those not traditionally eligible for unemployment compensation, such as contract labor, self-employed, and “gig” workers. A covered individual is eligible for weeks of unemployment caused by COVID-19 beginning January 27, 2020, and ending no later than December 31, 2020—eligibility ends when the unemployment is no longer COVID-19 related. The amount payable under the program cannot be less than $192 or more than $488 in the state of Kansas. Payment of these benefits also include applicable “push-up” dollars authorized by the Act.

Governor Kelly signed the agreement for Kansas to participate in PUA on March 28, 2020, and I submitted the agreement to the United States Department of Labor (USDOL) on the same day. USDOL issued their guidance on PUA on April 5, 2020 through UIPL 16-20. We have sent a total of 15 additional questions to USDOL on April 16 and 18, 2020. As of April 21, 2020, we have answers to only 6 of those questions. Nonetheless, the Unemployment Insurance team created an initial draft of business requirements on April 6, 2020. Those requirements have been under review by our IT team, and they have already begun preparation this week.

**Emergency Unemployment Relief for Governmental Entities and Non-Profit Organizations** offers relief to governmental entities and non-profits by covering benefit costs at 50%. The benefit applies to weeks from March 13, 2020 to December 31, 2020.

Governor Kelly signed the agreement for Kansas to participate in this program on March 28, 2020, and I submitted the agreement to the United States Department of Labor (USDOL) on the same day. While USDOL has not provided the states with official guidance on this program, our Unemployment Insurance staff has created business requirements with the assistance of our Legal team. The business requirements were provided to our IT team, who created the necessary
coding and are currently testing. We hope for full deployment next week presuming that all testing goes well.

**Emergency Increase in Unemployment Compensation Benefits** provides Federal Pandemic Unemployment Compensation (FPUC), which has also been referred to as a “push-up” payment. A payment of $600 is added to each week claimed by an individual in addition to their calculated weekly benefit amount. The benefit is payable for weeks after the necessary agreement is entered into, but ends no later than July 31, 2020.

Governor Kelly signed the agreement for Kansas to participate in FPUC on March 28, 2020, and I submitted the agreement to USDOL on the same day. A former KDOL employee was brought back to write and implement the code for the mainframe on March 31, 2020. Unemployment Insurance staff completed the business requirements on April 1, 2020. USDOL issued UIPL 15-20, the official guidance, on April 4, 2020. As of April 21, 2020, the code was in the final phases of testing when a systematic issue was discovered by our mainframe team. The code is being rewritten with plans for further testing on April 22, 2020.

It is important to note that our IT team has to code the back payment of prior weeks into the mainframe. The mainframe team estimates that work will be complete sometime between April 30 and May 7, 2020 with those back payments being issued after that time.

**Temporary Full Federal Funding of the First Week of Compensable Regular Unemployment for States with no Waiting Week** provides for 100% funding for states who do not have, or have waived, the traditional waiting week. The 100% funding includes actual benefit costs as well as administrative costs.

Governor Kelly signed the agreement for Kansas to participate in this program on March 28, 2020, and I submitted the agreement to USDOL on the same day. No official guidance has been issued on this program. However, we have worked to comply with the requirements. On March 31, 2020, Governor Kelly issued Executive Order 20-17 to waive the waiting week requirement for claims related to COVID-19. The mainframe programmers in our IT team worked to write and deploy code that would waive the waiting week for claims related to COVID-19 with the first attempt at deployment made on March 26, 2020; however, the attempt was not successful. After numerous attempts to fix the issues by the mainframe team with the assistance of Unemployment Insurance staff, there are still claims in which the waiting week has not paid out. As of April 21, 2020, a scan revealed that the waiting week had not paid on 585 claims. The mainframe team will continue to work with Unemployment Insurance staff to address this issue as our fiscal team will work to receive reimbursement from USDOL for the costs.

**Emergency State Staffing Flexibility** lifts the usual merit staffing requirements that apply to unemployment insurance through December 31, 2020, in order to facilitate quick hiring and rehiring of staff.
When we started the week of March 15, 2020, we had just over 20 people working as intake representatives answering the phones for KDOL in the Unemployment Insurance Division. During the week of March 22, 2020, I acted quickly to double our staffing by bringing back staff that had previously worked in intake, but had been promoted internally. During the week of March 29, 2020, we brought in staff from other sections of the Unemployment Insurance Division to work in intake answering the phones, which provided us with approximately 60 intake representatives. A triage contact center was created with the assistance of the Governor’s Office, Department of Agriculture, and Department of Commerce. The triage contact center answers basic unemployment insurance questions, which leaves the KDOL intake staff for the more difficult questions that require access to our complicated system. With the addition of the triage contact center, our number of intake representatives grew to well over 100. Since then, we continue to increase staffing by hiring former employees to assist not only with intake, but also with some of the back end processes necessary to operate our system. Now, we are focused on long-term staffing solutions. We have a plan to hire consecutive small intake classes that can be trained while still social distancing.

**Pandemic Emergency Unemployment Compensation (PEUC)** details the additional unemployment compensation benefits for those claimants who exhaust regular unemployment under state law. The program is optional for states, and states wishing to take part will have to enter into necessary agreements with the Secretary of the United States Department of Labor. To be eligible, the individual must have exhausted all rights to unemployment compensation otherwise already available under state and federal law for their current benefit year. Eligibility for PEUC requires the individual to be able for work, available for work, and to actively seek work; however, that eligibility is determined under the same flexibility and guidance provided by the United States Department of Labor and is already in place due to COVID-19. This benefit is available upon the execution of an agreement through December 31, 2020.

Individuals are eligible for payment at the same weekly benefit amount they had for regular unemployment, but it also includes the “push-up” payment if PEUC is paid during the “push-up” eligibility period.

Governor Kelly signed the agreement for Kansas to participate in PEUC on March 28, 2020, and I submitted the agreement to USDOL on the same day. USDOL released guidance on PEUC through UIPL 17-20 on April 10, 2020. Unemployment Insurance staff at KDOL completed business requirement on April 13, 2020. The KDOL IT team is yet to take any action on this project as it requires mainframe programming, and the mainframe programmers have been focused on the previous mentioned efforts.

**Temporary Financing of Short-Time Compensation (STC) Payments in States with STC Programs** provides for 100% reimbursement to states for benefits paid under the State’s STC...
program. Reimbursement may be made for up to a maximum of 26 times the weekly benefit amount.

In Kansas, this program is referred to as Shared Work. An employer/business owner may use Shared Work in lieu of a temporary, total layoff of employees. It allows for a partial workweek and partial unemployment benefits for employees. It is not available for seasonal layoffs.

Governor Kelly signed the agreement for Kansas to participate in this program on March 28, 2020, and I submitted the agreement to the United States Department of Labor (USDOL) on the same day. We plan to seek reimbursement for weeks after enactment of the Act through December 31, 2020, which is the maximum time period for which reimbursement may be sought under the federal law. However, we have not received guidance from USDOL at this point. We continue to operate the program in accordance with Kansas state law.

**Grants for Short-Time Compensations (STC) Programs** provides for administrative grants to states to enact STC programs or to promote and assist enrolling employers in existing STC programs. The total pool of grant funds available is $100,000,000. The pool is subject to allocation as provided for under federal law. Kansas will seek these grant funds when available in order to promote our Shared Work Program.

In closing, thank you for this opportunity to update your committee on the unemployment services of the Kansas Department of Labor. I am looking forward to our continued partnership to build a better Kansas. At this point, I am happy to stand for any questions. I have key staff on the line to assist with questions you may have. Thank you.
April 11th - Initial Claims Increase by 20% from previous week. 3,936 claims were received, up from 3,234 claims the previous week.

March 29th - The Kansas legislature met virtually to pass emergency legislation to provide funding for the KDOC and State funding for communities. The legislation also included emergency funding for the unemployed.

March 31st - Governor Laura Kelly announced a new executive order extending the Stay-at-Home order to May 18th. The order also included new restrictions on businesses and gatherings.

April 19th - The Kansas Department of Labor released the latest round of unemployment claims, showing a decrease in claims from the previous week.

May 5th - The Kansas Senate passed the CARES Act, sending it to the House for consideration.

May 9th - The Kansas Department of Labor announced that the state had received over 500,000 unemployment claims.
### Unemployment Insurance Weekly Review

**Week Ending April 18, 2020**

#### Overview

<table>
<thead>
<tr>
<th>Regular Program</th>
<th>This Week</th>
<th>Last Week</th>
<th>Year Ago</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>April 18, 2020</td>
<td>April 11, 2020</td>
<td>April 20, 2019</td>
<td>Over-the-Week</td>
</tr>
<tr>
<td><strong>Initial Claims</strong></td>
<td>31,849</td>
<td>30,786</td>
<td>1,199</td>
<td>3.5%</td>
</tr>
<tr>
<td><strong>Call Center</strong></td>
<td>8,886</td>
<td>7,706</td>
<td>753</td>
<td>15.3%</td>
</tr>
<tr>
<td><strong>Internet</strong></td>
<td>22,963</td>
<td>23,080</td>
<td>446</td>
<td>-0.5%</td>
</tr>
<tr>
<td><strong>Continued Claims</strong></td>
<td>92,969</td>
<td>75,494</td>
<td>7,663</td>
<td>23.1%</td>
</tr>
<tr>
<td><strong>Amount of Payments</strong></td>
<td>$28,273,821</td>
<td>$22,903,534</td>
<td>$2,235,769</td>
<td>23.4%</td>
</tr>
<tr>
<td><strong>Weeks Compensated</strong></td>
<td>79,641</td>
<td>64,600</td>
<td>6,103</td>
<td>23.3%</td>
</tr>
<tr>
<td><strong>Final Payments</strong></td>
<td>353</td>
<td>360</td>
<td>259</td>
<td>-1.9%</td>
</tr>
<tr>
<td><strong>Individuals Receiving Payments</strong></td>
<td>72,214</td>
<td>58,818</td>
<td>5,638</td>
<td>22.8%</td>
</tr>
<tr>
<td><strong>Average Weekly Benefit Amount</strong></td>
<td>$355.02</td>
<td>$354.54</td>
<td>$366.34</td>
<td>0.1%</td>
</tr>
<tr>
<td><strong>U.I. Trust Fund Balance (Millions)</strong></td>
<td>$928.6</td>
<td>$954.0</td>
<td>$819.3</td>
<td>-2.7%</td>
</tr>
</tbody>
</table>

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[Weekly Review Archive]

[Kansas Labor Information Center]
Unemployment Insurance Weekly Review
Week Ending April 18, 2020

Overview
Claims by County
Initial Claims
Continued Claims
Trust Fund
Contributions

Map: Unique* Individual Claimants Receiving Payment, by County of Residence
Apr 12, 2020 - Apr 18, 2020

*Data represents the number of individual claimants living in Kansas receiving regular UI payment, including those on workshare. Claimants residing outside of Kansas are not included.

Created: 04/21/20
Unemployment Insurance Weekly Review
Week Ending April 18, 2020

Overview
Claims by County
Initial Claims
Continued Claims
Trust Fund
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Claims by County

Initial Claims Filed, by County of Residence
Apr 12, 2020 - Apr 18, 2020

Data represents the number of initial claims for claimants living in Kansas, including those on workshare. Claimants residing outside of Kansas are not included.

Created: 04/21/20
Unemployment Insurance Weekly Review
Week Ending April 18, 2020

Overview
Claims by County
Initial Claims
Continued Claims
Trust Fund
Contributions

Initial Claims
Jan 01, 2010 - April 18, 2020

* The values for 2019 and 2020 reflect 4-Week Moving Averages
Unemployment Insurance Weekly Review
Week Ending April 18, 2020

Overview

Claims by County

Initial Claims

Continued Claims

Trust Fund

Contributions

Initial Claims

Age

Gender

Industry

Initial Claims by Age

- 16-24: 4,910 (17%)
- 25-34: 6,701 (23%)
- 35-44: 5,842 (20%)
- 45-54: 5,130 (18%)
- 55-64: 4,883 (17%)
- 65+: 1,614 (5%)

Graph
Unemployment Insurance Weekly Review
Week Ending April 18, 2020

Overview

Claims by County

Initial Claims

Continued Claims

Trust Fund

Contributions

Initial Claims

Graph

Age

Gender

Industry

Initial Claims by Gender

Male
15,205
52.3%

Female
13,875
47.7%
### Initial Claims

#### April 18, 2020

<table>
<thead>
<tr>
<th>Industry Title</th>
<th>Initial Claims</th>
<th>Percent of Total Initial Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturing</td>
<td>9,229</td>
<td>31.7%</td>
</tr>
<tr>
<td>Accommodation and Food Services</td>
<td>3,298</td>
<td>11.3%</td>
</tr>
<tr>
<td>Retail Trade</td>
<td>2,943</td>
<td>10.1%</td>
</tr>
<tr>
<td>Health Care and Social Assistance</td>
<td>2,931</td>
<td>10.1%</td>
</tr>
<tr>
<td>Other Services (except Public Administration)</td>
<td>1,957</td>
<td>6.7%</td>
</tr>
<tr>
<td>Administrative and Waste Services</td>
<td>1,748</td>
<td>6.0%</td>
</tr>
<tr>
<td>Arts, Entertainment and Recreation</td>
<td>1,188</td>
<td>4.1%</td>
</tr>
<tr>
<td>Construction</td>
<td>1,021</td>
<td>3.5%</td>
</tr>
<tr>
<td>Professional, Scientific, and Technical Services</td>
<td>933</td>
<td>3.2%</td>
</tr>
<tr>
<td>Transportation and Warehousing</td>
<td>869</td>
<td>3.0%</td>
</tr>
<tr>
<td>Wholesale Trade</td>
<td>741</td>
<td>2.5%</td>
</tr>
<tr>
<td>Educational Services</td>
<td>603</td>
<td>2.1%</td>
</tr>
<tr>
<td>Real Estate and Rental and Leasing</td>
<td>446</td>
<td>1.5%</td>
</tr>
<tr>
<td>Public Administration</td>
<td>411</td>
<td>1.4%</td>
</tr>
<tr>
<td>Finance and Insurance</td>
<td>336</td>
<td>1.2%</td>
</tr>
<tr>
<td>Information</td>
<td>227</td>
<td>0.8%</td>
</tr>
<tr>
<td>Mining</td>
<td>97</td>
<td>0.3%</td>
</tr>
<tr>
<td>Agriculture</td>
<td>71</td>
<td>0.2%</td>
</tr>
<tr>
<td>Management of Companies and Enterprises</td>
<td>31</td>
<td>0.1%</td>
</tr>
</tbody>
</table>
Overview

Claims by County

Initial Claims

Continued Claims

Trust Fund

Contributions

Unemployment Insurance Weekly Review
Week Ending April 18, 2020

Continued Claims
Jan 01, 2010 - April 18, 2020

* The values for 2019 and 2020 reflect 4-Week Moving Averages
Unemployment Insurance Weekly Review
Week Ending April 18, 2020

Overview

Claims by County

Initial Claims

Continued Claims

Trust Fund

Contributions

Weekly Trust Fund Balance
Jan 01, 2016 - April 18, 2020
### Unemployment Insurance Weekly Review
Week Ending April 18, 2020

#### Trust Fund

<table>
<thead>
<tr>
<th>Week</th>
<th>Benefit Liability Established by Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>$0</td>
</tr>
<tr>
<td>2019</td>
<td>$50,000,000</td>
</tr>
<tr>
<td>2020</td>
<td>$100,000,000</td>
</tr>
<tr>
<td>2020</td>
<td>$150,000,000</td>
</tr>
<tr>
<td>2020</td>
<td>$200,000,000</td>
</tr>
<tr>
<td>2020</td>
<td>$250,000,000</td>
</tr>
<tr>
<td>2020</td>
<td>$300,000,000</td>
</tr>
<tr>
<td>2020</td>
<td>$350,000,000</td>
</tr>
<tr>
<td>2020</td>
<td>$400,000,000</td>
</tr>
</tbody>
</table>

#### Overview

- **Claims by County**
- **Initial Claims**
- **Continued Claims**
- **Trust Fund**
- **Contributions**
Unemployment Insurance Weekly Review
Week Ending April 18, 2020

Contributions

- **Current Week & Month-To-Date**:
  - **Week ending 04/18/2020**: $3,321,690
  - **April 2020**: $5,386,062

Contributions Overview

- **Contributions**
  - Week & MTD
  - Month & Last Year
  - YTD & Last YTD
Unemployment Insurance Weekly Review
Week Ending April 18, 2020

<table>
<thead>
<tr>
<th>Contributions</th>
<th>Week &amp; MTD</th>
<th>Month &amp; Last Year</th>
<th>YTD &amp; Last YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Claims by County</td>
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<td>Initial Claims</td>
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<tr>
<td>Trust Fund</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Contributions</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

**Contributions**

<table>
<thead>
<tr>
<th>Year</th>
<th>Contributions To-Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>$34,569,190</td>
</tr>
<tr>
<td>2019</td>
<td>$42,698,759</td>
</tr>
</tbody>
</table>

**Total Contributions To-Date This Year & Last Year**

- **2020**: $34,569,190
- **2019**: $42,698,759
# What You Need to Know About the New Legislation

<table>
<thead>
<tr>
<th>FPUC</th>
<th>PUA</th>
<th>PEUC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Pandemic Unemployment Compensation</td>
<td>Pandemic Unemployment Assistance</td>
<td>Pandemic Emergency Unemployment Compensation</td>
</tr>
</tbody>
</table>

## What is it?
- **FPUC** is a $600 additional benefit paid to unemployed individuals.
- **PUA** is a new federal program expanding access to unemployment benefits due to COVID-19.
- **PEUC** is an extension of regular unemployment to 13 weeks.

## Who is this for?
- The benefits are available to all benefit recipients.
- **FPUC** includes:
  - Self-Employed
  - Independent Contractors
  - Gig Workers (Uber, etc.)
  - Others not qualified for regular unemployment such as farm workers, church employees, and those who only seek part-time work.
  - Someone who has exhausted all regular benefits
- **PUA** includes:
  - Self-employed individuals
  - Independent contractors
  - Gig workers
  - Farm workers
  - Church employees
  - Part-time workers who have exhausted benefits
- This benefit is available to those who have exhausted their regular unemployment benefits or have ended their benefit year. It is payable before all other CARES Act programs and if eligible.

## Notable exclusions?
- **Regular state law rules**
- Those able to telework and those receiving full paid leave.
- **Regular state law rules**

## Eligibility Requirements
- An individual is eligible as long as he or she is eligible for a program benefit.
- In addition to being one of the individuals listed above, the person must self-certify the unemployment was directly caused by COVID-19.
- 1. Exhausted all regular benefits on claims with BYB of July 2, 2018 or later;
- 2. Have no rights to regular benefits under any laws;
- 3. Is not receiving benefits under Canadian UC programs; and
- 4. Is able to work, available for work, and seeking work like regular UI claimants

## Monetary Eligibility Requirements
- **FPUC** applies (as long as a person is entitled to a program benefit).
- **PUA** requires a connection to the labor force (i.e. some work history or an offer to start work).
- **PEUC** is based on the exhausted UI claim.

## Available Payment Amounts
- **FPUC** is $600 each week in addition to the applicable program weekly benefit.
- **PUA** will range from $192 - $488 per week. **FPUC** ($600) also applies.
- **PEUC** is based on WBA (from the exhausted claim). **FPUC** ($600) also applies.

## Funding
- **FPUC** is federally funded via the CARES Act.
- **PUA** is federally funded via the CARES Act.
- **PEUC** is federally funded via the CARES Act.

## Duration
- **FPUC**: As long as weeks are claimed within the eligible weeks, payment can be made.
- **PUA**: 39 weeks (If have received regular or extended benefits, those weeks are included in the 39).
- **PEUC**: 13 weeks

## Eligible Weeks
- **FPUC**: March 29, 2020 – July 25, 2020
- **PUA**: January 27, 2020 – December 26, 2020
- **PEUC**: March 29, 2020 – December 26, 2020

MORE INFORMATION: See Frequently Asked Questions About UI: GetKansasBenefits.gov/FAQs

Updated 4/9/2020
Kansans are experiencing hardships as a result of the COVID-19 outbreak. The Kansas Department of Labor wants to make sure you know your rights and resources available. These are a few state-level resources. Please check with your local options for community resources that can help.

**FOOD ASSISTANCE**

**WIC** is a nutrition program that provides nutrition and health education, healthy food and other services to qualifying women that are either pregnant or have a child between the ages of 0 and 5. Apply through your county’s health department. Your local department can be found here: [http://www.kansaswic.org/families/WIC_county_map.html](http://www.kansaswic.org/families/WIC_county_map.html)

**School Lunches:** Free meals for children ages 1-18 are being served at numerous school locations throughout Kansas. Check with your local school district for meal distribution sites in your area. No application is necessary, and anyone can pick up meals for their children. Simply arrive at the meal distribution site and pick up your meals.

**SNAP food assistance** (formerly known as food stamps) provides qualifying low-income households with benefits to buy food. Paper applications are also available outside each DCF service center across the state. Completed applications can be left in drop boxes outside each service center. Apply online at: [http://www.dcf.ks.gov/services/ees/pages/food/foodassistance.aspx](http://www.dcf.ks.gov/services/ees/pages/food/foodassistance.aspx)

**TEFAP (The Emergency Food Assistance Program)** provides free foods to low-income households throughout Kansas. TEFAP food is shipped throughout the year to participating organizations for distribution. To find your county’s distributing organization and food distribution site please visit: [http://www.dcf.ks.gov/services/ees/Documents/Food_Distribution_Programs/TEFAP%20Distribution%20Sites%20by%20County.pdf](http://www.dcf.ks.gov/services/ees/Documents/Food_Distribution_Programs/TEFAP%20Distribution%20Sites%20by%20County.pdf)

**CSFP (Commodity Supplemental Food Program)** distributes monthly food packages to persons 60 years or older with income less than 130% of the Federal Poverty Level. To apply to receive a food package through one of the regional administering organizations please visit: [http://www.dcf.ks.gov/services/ees/Pages/USDA-Commodity-Programs/CSFP/CSFP-FAQs.aspx](http://www.dcf.ks.gov/services/ees/Pages/USDA-Commodity-Programs/CSFP/CSFP-FAQs.aspx)

**Nutrition Services for Older Adults:** Free meals for seniors are available for persons 60 years or older through the Older Americans Act. For information on how to access these meals in your area please call the Aging and Disability Resource Center at: 855-200-2372. You can also visit the ElderCare Locator online at: [https://eldercare.acl.gov/Public/Index.aspx](https://eldercare.acl.gov/Public/Index.aspx)

**Meals on Wheels** provides meal delivery for seniors, apply at: [www.mealsonwheelsamerica.org](http://www.mealsonwheelsamerica.org)

**Harvesters Community Food Network**
 Counties: SN, JO, DG, WY, FR, MI, JF, JA, PT, RL, CY, WS, MS, NM, OS, WB
 Email: customercare@harvesters.org or call 877-353-6639

**Second Harvest Community Food Bank**
 Counties: LV, AT, BR, DP
 Visit: [www.shcfb.org](http://www.shcfb.org) or call 816-364-3663

**The Kansas Food Bank**
 Counties: All other counties
 Email: info@kansasfoodbank.org or call 316-265-3663
MEDICAL CARE

KanCare provides health coverage for qualifying families and children, pregnant women, as well as elderly and persons with disabilities.

For more information visit: www.kancare.ks.gov
Apply online here: https://kancare.ks.gov/consumers/apply-for-kancare
Find additional information here: https://www.kdheks.gov/hcf/Medicaid/eligibility_guidelines.html

CASH ASSISTANCE

Temporary Assistance for Needy Families (TANF) Cash Assistance The amount of cash benefit provided depends upon the family’s income and the county where the family lives. For more information please visit:
http://www.dcf.ks.gov/services/ees/Pages/Cash/TANF.aspx

HOUSING RELATED ASSISTANCE

Kansas Housing Corporation helps Kansans access safe, affordable housing. Find information on emergency housing and tenant based rental assistance here: www.kshousingcorp.org

Section 8 Voucher Assistance Programs assist very low-income families, the elderly, and the disabled to afford decent, safe, and sanitary housing apply at: www.hud.gov

Kansas LIEAP helps eligible households pay a portion of their home energy costs by providing a one-time per year benefit:

OTHER SUPPORTS

Kansas Appleseed Rights and Resources Webinars: www.kansasappleseed.org

UNEMPLOYMENT INSURANCE

To apply for unemployment benefits please visit: www.GetKansasBenefits.org

If you have an account but are having trouble logging in, please fill out the form here:
https://www.getkansasbenefits.gov/ContactFormClaimant.aspx

Contact Center Numbers
Kansas City (913) 596-3500
Topeka (785) 575-1460
Wichita (316) 383-9947
Toll-Free (800) 292-6333

GOVERNOR KELLY’S EXECUTIVE ORDERS FOR COVID-19

03.17.20 Executive Order No. 20-05. Temporarily prohibiting utility and internet disconnects.
03.18.20 Executive Order No. 20-06. Temporarily prohibiting evictions and foreclosures.
03.24.20 Executive Order No. 20-10. Rescinding E.O. 20-06 and temporarily prohibiting certain foreclosures and evictions.
03.24.20 Executive Order No. 20-12. Driver’s license and vehicle registration and regulation during public health emergency.
03.31.20 Executive Order 20-17. Temporary relief from certain unemployment insurance requirements in response to the COVID-19 pandemic.