



**Kansas Unemployment Insurance Reform Webinar Series**  
Session 1 of 2

## Kansas Unemployment Insurance Fraud Impact

June 14, 2021

**Presented By:**  
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Vice President  
The Arnold Group (TAG)  
*Chairman, KS Employment Security Board of Review*  
Kansas Department of Labor

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## Kansas Unemployment Insurance Fraud Impact

- Impact on the KS UI Trust Fund
- Impact on KS Employers & Claimants
- Multi-Factor Authentication – Identity Verification
- UI Fraud Mitigation Strategies for Employees
- UI Fraud Mitigation Strategies for Employers
- Questions / Comments



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2

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## KDOL: "Seeing Record Spike in ID Theft-UI Fraud" | 10/06/20

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**FOR IMMEDIATE RELEASE**  
**Thursday, 10/06/20**

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**KDOL Launches Effort to Stop Identity Theft-Related Unemployment Fraud**

Topeka, KS – The Kansas Department of Labor (KDOL) today announced actions it is taking in an effort to combat the growing threat of identity theft. Kansas, like every other state, is seeing a massive increase in reports of fraudulent unemployment claims. To date, KDOL has processed approximately 45,000 identity theft-related fraudulent claims from being paid out.

**"We are seeing a record spike in identity theft-related unemployment fraud in Kansas and nationally," Acting Secretary of Labor Ryan Wright said. "Identity theft is not a new phenomenon, but it is becoming a more serious threat to our state's economy. We are working with law enforcement and adding additional layers of protection for Kansas, but we need your help to combat this growing threat."**

In response, KDOL created the [www.kdolfraudprevention.gov](http://www.kdolfraudprevention.gov) website. The site serves as a one-stop shop for any person that suspects they or their loved ones have a victim of identity theft. Once a suspected identity theft claim is reported on the site, the system generates a police report number and tips for victims to use to help mitigate the damage done to the claim. The agency's goal is to be able to prevent the fraudulent claims from being paid.

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3

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### KDOL: UI Fraud Summary as of 12/07/20



- Thousands of false unemployment insurance claims were made in the names of unknowing employees due to identity theft
- As of December 7, 2020:
  - KDOL reported more than 157,000 **TOTAL** fraudulent claims/attempts
  - KDOL reports they were stopping 2,300+ **DAILY** fraudulent claims/attempts
    - $157,000 / 2,300 = 68$  days
    - September 28, 2020**

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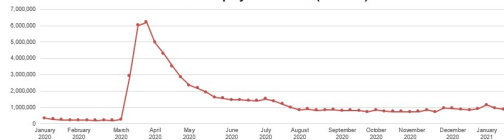
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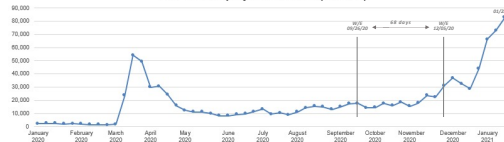
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Initial Unemployment Claims (National)



Initial Unemployment Claims (Kansas)



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### Week Ending 01/23/21 Simple Snapshot

Filing Week: 1/23/2021 (Not Seasonally Adjusted)				
State	Population	Population %	Initial Claims	Initial Claim %
California	39,512,223	12.04%	53,299	6.10%
<b>Kansas</b>	<b>2,913,314</b>	<b>0.89%</b>	<b>82,944</b>	<b>9.49%</b>
Illinois	12,671,821	3.86%	108,808	12.45%
United States	328,239,523	100.00%	873,966	100.00%

#### January 26, 2021 – KS SHRM & Unemployment Insurance Services Testimony

- KS Senate and KS House Commerce Committees
- \$300M - \$600M Estimated UI Fraud in Kansas

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Kansas Governor Laura Kelly answers questions about unemployment fraud claims and security upgrades to the Department of Labor's website. (Jan. 27, 2021) BY GOVERNOR LAURA KELLY/FACEBOOK

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## Multi-Factor Authentication | Identity Verification

– MFA Implemented between Jan. 31 – Feb. 2, 2021



10

### KS UI Benefits: Post-MFA (Identity Verification) Solution

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11

### KS UI Benefits: Pre- VS. Post-MFA 4 Week Comparison

01/02/2021 – 01/23/2021:

- Average Weekly Kansas Regular UI Benefits:
  - **\$38,203,021**
- Projected Insolvency Date:
  - **03/17/21**

- MFA Implemented between Jan. 31 – Feb. 2, 2021

02/13/21 – 03/06/2021:

- Average Weekly Kansas Regular UI Benefits:
  - **\$6,553,096**
- Projected Insolvency Date:
  - **09/08/21 (Q1 & Q2 Employer Contributions not included)**

**Average Weekly Benefits  
decreased 82.85% with MFA**



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12

## Kansas Estimated UI Fraud Summaries

U.S. DOL Improper/Fraud Payment Rate for Kansas Prior to Pandemic: **14.21%**

### Regular Kansas Unemployment Insurance

- 12/29/2019 – 11/28/2020:  
\$842,348,475 × 14.21% = **\$119,697,718**
- 11/29/2020 – 03/06/2021:  
\$292,426,717 × 14.21% = **\$41,553,836**
- 09/27/2020 – 03/06/2021:  
\$424,773,155 × 82.85% = **\$351,924,559**



### Total Estimated Fraud:

- Regular Kansas UI = **\$513,176,114**
- Federal UI: \$1,717,900,928 × 14.21% = **\$244,113,722 (conservative)**
- Combined KS & Fed UI: **\$757,289,836 OR \$913,176,114 (w/ LPA \$400M Fed)**

### Estimated Fraud:

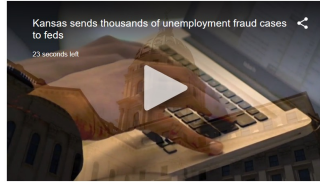
- KDOL = KS Traditional UI: **\$140M** | Fed. UI Programs: **\$150M** | **\$290M Total**
- LPA = KS Traditional UI: **\$200M** | Fed. UI Programs: **\$400M** | **\$600M Total**
- KS SHRM = KS Traditional UI: **\$513M** | Fed. UI Programs: **\$244-\$400M** | **\$757-\$913M Total**

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13

## KDOL Reports 50,000 fake UI claims to Feds | 02/23/21

### Kansas turns over 50,000 fake unemployment claims to federal investigators



TOPEKA, Kan. — The Kansas Department of Labor has referred more than 50,000 cases of fraud to investigators, and stopped payments on another 500,000 cases. Those are just cases from January 1, 2020 through December 31, 2020. These 50,000 cases do NOT include the avalanche of claims submitted in January of 2021.

By: David Schmitt  
Posted: Feb 23, 2021 | 10:51 PM CST | Updated: Feb 23, 2021 | 10:11 PM CST

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Source: <https://www.kansascity.com/news/kansas/article25000046e-50000-fake-unemployment-claims-to-federal-investigators/>

14

## KDOL MFA: Fraudulent Login Attempts & BOT Attacks

Bots and fraudulent login attempts stopped since 2/3/21:

\*Cumulative Totals

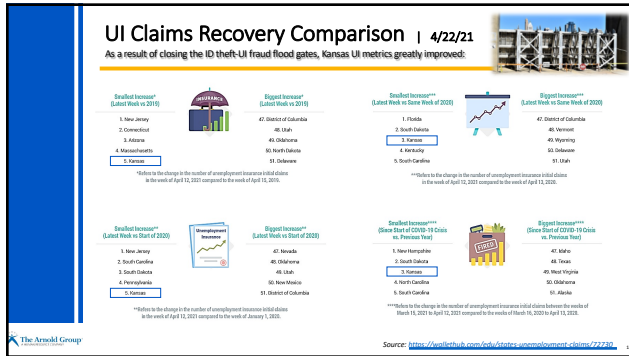
- 02/08/21: >1.0M
- 03/08/21: 6.12M
- 04/05/21: 6.56M
- 05/10/21: 7.61M
- 06/03/21: 7.80M



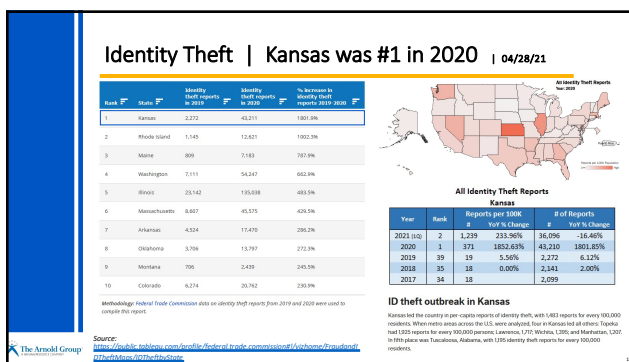
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Source: Periodic KDOL Labor Updates - <https://www.kdol.org/newsroom/>

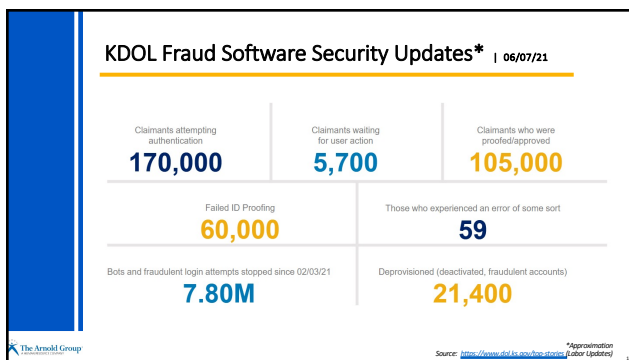
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18

## Kansas UI Benefits Snapshot – Most Recent 4 Weeks

Line Item	Full Pandemic Summary Since WE 03/23/20 (94 Weeks)				Four (4) Week Summary 05/15/21 – 06/01/21			
	Total	Weekly Average	Week Ending	Week Ending	Total	Weekly Average	Week Ending	Week Ending
1. Unemployment Insurance (UI) - Total	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
2. Regular Unemployment Insurance (RUI) - Total	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
3. Regular Unemployment Insurance (RUI) - Weekly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
4. Regular Unemployment Insurance (RUI) - Monthly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
5. Regular Unemployment Insurance (RUI) - Quarterly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
6. Regular Unemployment Insurance (RUI) - Semi-Annual	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
7. Regular Unemployment Insurance (RUI) - Annual	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
8. Regular Unemployment Insurance (RUI) - Total	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
9. Regular Unemployment Insurance (RUI) - Weekly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
10. Regular Unemployment Insurance (RUI) - Monthly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
11. Regular Unemployment Insurance (RUI) - Quarterly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
12. Regular Unemployment Insurance (RUI) - Semi-Annual	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
13. Regular Unemployment Insurance (RUI) - Annual	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
14. Regular Unemployment Insurance (RUI) - Total	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
15. Regular Unemployment Insurance (RUI) - Weekly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
16. Regular Unemployment Insurance (RUI) - Monthly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
17. Regular Unemployment Insurance (RUI) - Quarterly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
18. Regular Unemployment Insurance (RUI) - Semi-Annual	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
19. Regular Unemployment Insurance (RUI) - Annual	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
20. Regular Unemployment Insurance (RUI) - Total	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
21. Regular Unemployment Insurance (RUI) - Weekly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
22. Regular Unemployment Insurance (RUI) - Monthly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
23. Regular Unemployment Insurance (RUI) - Quarterly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
24. Regular Unemployment Insurance (RUI) - Semi-Annual	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
25. Regular Unemployment Insurance (RUI) - Annual	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
26. Regular Unemployment Insurance (RUI) - Total	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
27. Regular Unemployment Insurance (RUI) - Weekly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
28. Regular Unemployment Insurance (RUI) - Monthly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
29. Regular Unemployment Insurance (RUI) - Quarterly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
30. Regular Unemployment Insurance (RUI) - Semi-Annual	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
31. Regular Unemployment Insurance (RUI) - Annual	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
32. Regular Unemployment Insurance (RUI) - Total	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
33. Regular Unemployment Insurance (RUI) - Weekly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
34. Regular Unemployment Insurance (RUI) - Monthly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
35. Regular Unemployment Insurance (RUI) - Quarterly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
36. Regular Unemployment Insurance (RUI) - Semi-Annual	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
37. Regular Unemployment Insurance (RUI) - Annual	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
38. Regular Unemployment Insurance (RUI) - Total	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
39. Regular Unemployment Insurance (RUI) - Weekly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
40. Regular Unemployment Insurance (RUI) - Monthly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
41. Regular Unemployment Insurance (RUI) - Quarterly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
42. Regular Unemployment Insurance (RUI) - Semi-Annual	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
43. Regular Unemployment Insurance (RUI) - Annual	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
44. Regular Unemployment Insurance (RUI) - Total	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
45. Regular Unemployment Insurance (RUI) - Weekly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
46. Regular Unemployment Insurance (RUI) - Monthly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
47. Regular Unemployment Insurance (RUI) - Quarterly	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
48. Regular Unemployment Insurance (RUI) - Semi-Annual	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
49. Regular Unemployment Insurance (RUI) - Annual	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000
50. Regular Unemployment Insurance (RUI) - Total	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000	1,040,000	26,000

19

## KDOL Guidance: Protecting Yourself / Employees

### Recognize fraud and scams:

- The FBI advises the public to be on the lookout for the following suspicious activities:
  - Receiving communications regarding unemployment insurance forms when you have not applied for unemployment benefits
  - Unauthorized transactions on bank/credit card statements related to unemployment benefits
  - Any fees involved in filing or qualifying for unemployment insurance
  - Unsolicited inquiries related to unemployment benefits
  - Fictitious websites and social media pages mimicking those of government agencies
  - Requests for bank information
  - Surveys
- Never give out personal information over email or text message; don't open/respond to unsolicited messages
- Don't wire money, and always ignore the following requests:
  - Communications related to your UI benefits from someone asking for money
  - Someone who says they can help you file for your benefits for a fee; and
  - Anyone claiming to work for KDOL who says they need a fee to complete your application
- Pay attention to emails with misspelled words, unusual address, statements demanding action right away, emails asking for personal information or bank account information
- Never give out your personal information on websites or social media channels, especially those that claim they can help you apply for UI benefits
  - Third parties cannot apply for your benefits



20

## Unemployment Insurance: Benefits Fraud

- First and foremost, whether or not you are an identity-theft victim
  - Protect your Social Security number and other personal information
  - Expect that the personal information of every adult in the U.S. has been exposed
- Here's what to do:
  - Verify the Fraud
  - Report it
    - KDOL (or other state labor department)
    - To Your Employer
  - Assess the Damage
  - Remediate Damage
  - Take Precautions
    - Be alert to any suspicious mail, phone calls, email or social media requests, these could be attempts to gather personal information or a sign of existing fraud
- Warning Signs:
  - Offers from people/organizations you don't recognize promising earlier/faster UI benefits
  - Solicitations from people you don't know offering money in exchange for personal info
  - Letters/emails/texts indicating new accounts or UI benefits have been initiated in your name/SSN



21

### KDOL Guidance: Reporting UI Fraud

- Fraudulent claims created using you or your employee's personal information, including Social Security Number and date of birth, indicates that personal information is exposed and there is risk of further financial harm
- Remain vigilant & immediately report **ANY** suspicious activity related to unemployment claims
  - If you receive a letter or debit card in the mail for UI benefits and you did not file for unemployment
  - If you suspect someone has fraudulently filed for benefits using your name or any of your information, you need to report this to KDOL immediately
- In such cases, we recommend reporting it immediately, online:
  - Report UI Fraud / Identity Theft on KDOL fraud site: [www.ReportFraud.ks.gov](http://www.ReportFraud.ks.gov)
    - This reporting site automatically generates a police case number
    - An employee or an employer can report the fraudulent claim
    - After you submit a fraud report, KDOL's Fraud Investigation Unit will take appropriate action:
      - Including freezing the account associated with the report
      - If any payments were made, they should not be recognized as income to you at end of the calendar year
      - Reported fraudulent claim(s) should not impact a legitimate claimant's ability to collect UI should they need to in the future
      - No charges should be assessed to your employer
- If you receive a UI claim notice (for you, another person, or, an employee) concerning a claim you didn't make, **act quickly and report it as soon as possible**

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22

22

### KDOL Fraud Resources

- During the week of December 14, 2020, KDOL announced it discovered a fraudulent unemployment benefits website
  - KDOL is working w/ law enforcement to track down the fraudsters:
    - Secret Service, FBI, the U.S. Department of Labor and U.S. Attorney General's Office
- Legitimate Kansas Department of Labor websites:
  - Main KDOL Site: [www.dol.ks.gov](http://www.dol.ks.gov)
  - Unemployment Benefit Site: [www.GetKansasBenefits.gov](http://www.GetKansasBenefits.gov)
  - PUA Benefit Site: [www.PUA.GetKansasBenefits.gov](http://www.PUA.GetKansasBenefits.gov)
  - Fraud Site, including Identity Theft: [www.ReportFraud.ks.gov](http://www.ReportFraud.ks.gov)
    - Recommended Browsers: Chrome, Firefox, and Edge
    - Fraud Hotline: 785.291.6059
  - KS UI Benefits Self Service Portal: <https://uiassistance.getkansasbenefits.gov>
- Legitimate US Department of Labor websites:
  - Report UI Fraud: <https://www.dol.gov/agencies/eta/unemployment-insurance-payment-accuracy/UIFraudReporting>
  - Report Identity Theft: <https://www.dol.gov/agencies/eta/UIIDTheft>

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23

23

### KDOL Guidance: Protecting Yourself / Employees

If you believe your identity has been stolen and a fraudulent unemployment claim has been filed on your behalf, here are some additional steps you can take to protect yourself:

- Report UI Fraud / Identity Theft on KDOL fraud site: [www.ReportFraud.ks.gov](http://www.ReportFraud.ks.gov) (police case # issued)
- Visit [www.identitytheft.gov](http://www.identitytheft.gov) to report the fraud to the FTC and get help with important next steps for recovery
- Request a free copy of your credit report and dispute any fraudulent transactions
  - Online: [www.annualcreditreport.com](http://www.annualcreditreport.com)
    - Call: 877.322.8228
- Place a credit freeze/fraud alert on your credit record **with at least one of the three credit bureaus**:
  - Equifax: 866.349.5191
  - Experian: 888.397.3742
  - TransUnion: 800.680.7289
- Contact your respective financial providers (banks, credit cards, stocks, etc.) to flag irregular transactions
  - Inform them you are a victim of identity theft and ask them to put a fraud alert on your account
- Create account with Social Security Administration: [www.ssa.gov/myaccount](http://www.ssa.gov/myaccount) and check your Social Security earnings Record for suspicious activity
- Notify Internal Revenue Service and review IRS resources
  - Fraud Hotline: 800.908.4490 (IRS will issue a personal PIN number for tax filings)
  - Guide to ID Theft: [www.irs.gov/identity-theft-fraud-scams/employment-related-identity-theft](http://www.irs.gov/identity-theft-fraud-scams/employment-related-identity-theft)
  - ID Theft Tool Kit: <https://www.irs.gov/pub/irs-news/irs-12-08.pdf>
- Change passwords on your email, banking, and other personal accounts
- Take notes about all conversations and keep copies of all records

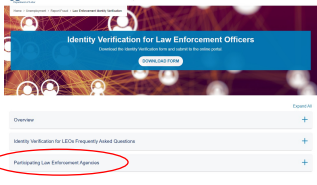
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### KDOL Partners with Law Enforcement Agencies



**38 Law Enforcement Agencies participating as of 6/9/21**

Source: <https://www.kdol.kansas.gov/law-enforcement-identity-verification>

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### KDOL ER Guidance: Appeal COVID-19 & Fraud Related Claims



- Contributing Employers:** comprise the vast majority of businesses in the state, **71,768**
  - Should NOT be charged for any new COVID-19 related claims or fraudulent claims**
  - Protest any claims that are COVID-19 or fraud related found on annual Notice of Benefit Charges (NBC) statement
- Rated Governmental Employers** are 2.7% of the employers or **1,982** entities
  - Should NOT be charged for any new COVID-19 related claims or fraudulent claims**
  - Receive quarterly notices of charges, with rate notices mailed in June
    - Should protest any claims that are COVID-19 related or fraudulent
- Reimbursing Employers** comprise just under 1% of the employers or **715** businesses
  - Billed 100% for their claims, however the CARES Act offered 50% relief of charges
  - Should NOT be charged for COVID-19 related or fraudulent claims**
  - Receive quarterly statements of charges; these ERs likely to see most dramatic change to charges
    - Should protest any claims that are COVID-19 related or fraudulent

KDOL encourages all employers to **carefully check their Notice of Benefit Charges (NBC) statements** for fraudulent/COVID-19 related claims. If any found, ERs should protest charges so KDOL can remove them

- Contributing employer:** NBC statements will be issued by KDOL in late October, early November
- Reimbursing employer:** NBC statements are issued by KDOL in late January, April, July, & October

**Appeal ALL fraudulent and COVID-19 related claims listed.**

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### KDOL ER Guidance: Employer Help Desk



- KDOL Employer Help Desk launched the week of December 21, 2020
- Designed to aid businesses dealing with unemployment and other issues
- Help desk is not for the unemployed, it's for their former employers
- Businesses can call **888-396-3725**, M-F, 8am-4:30pm, to get answers about:
  - Filing quarterly wage reports and unemployment tax returns
  - Paying unemployment taxes
  - SUTA tax rates questions/concerns
  - How to handle fraudulent claims
  - Businesses also able to submit applications for the Work Share Program

**Note:** Unemployed workers should continue to call the KDOL contact center at 800.292.6333 or visit [GetKansasBenefits.gov](https://www.kdol.kansas.gov)

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# Kansas UI Reform Advocacy Alliance





**KANSAS CHAMBER**  
OF COMMERCE



**NFIB**  
The Voice of Small Business



**Overland Park Chamber.**



**THE CHAMBER**



**U.S. Small Business Administration**

**August 26, 2020 – Formal Letter**

- Letter to KS Office of Recovery for Spark Committee
- KS Business Community Requested \$300M in CARES Act Dollars for the Kansas UI Trust Fund

**September 17, 2020 – Off Session Testimony**

- KS Special Committee on Economic Recovery

**November 17, 2020 – Off Session Testimony**

- KS Special Committee on Economic Recovery

**January 26, 2021 – 2021 Legislative Session Testimony**

- Senate Commerce Committee
- House Commerce, Labor and Economic Development Committee

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