

**Testimony**  
**Senate Ways and Means Committee**  
**April 23, 2020**  
**Zoom Meeting - Statehouse**  
**Kansas Department of Labor**  
**Secretary Delía García**

Chairwoman McGinn 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.

# 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 APRIL 19TH

Governor Laura Kelly directs KDOL to evaluate all of 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

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 GetKansasBenefits.gov

## 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

## Unemployment Insurance Weekly Review Week Ending April 18, 2020

### Unemployment Insurance Weekly Review

Regular Program	This Week	Last Week	Year Ago	Percent Change	
	April 18, 2020	April 11, 2020	April 20, 2019	Over-the-Week	Over-the-Year
<b>Initial Claims</b>	31,849	30,786	1,199	3.5%	2556.3%
<b>Call Center</b>	8,886	7,706	753	15.3%	1080.1%
<b>Internet</b>	22,963	23,080	446	-0.5%	5048.7%
<b>Continued Claims</b>	92,969	75,494	7,663	23.1%	1113.2%
<b>Amount of Payments</b>					
	\$28,273,821	\$22,903,534	\$2,235,769	23.4%	1164.6%
<b>Weeks Compensated</b>					
	79,641	64,600	6,103	23.3%	1204.9%
<b>Final Payments</b>					
	353	360	259	-1.9%	36.3%
<b>Individuals Receiving Payments</b>					
	72,214	58,818	5,638	22.8%	1180.8%
<b>Average Weekly Benefit Amount</b>					
	\$355.02	\$354.54	\$366.34	0.1%	-3.1%
<b>U.I. Trust Fund Balance (Millions)</b>					
	\$928.6	\$954.0	\$819.3	-2.7%	13.3%

[Weekly Review Archive](#)

[Kansas Labor Information Center](#)

Overview

Claims by County

Initial Claims

Continued Claims

Trust Fund

Contributions



## Unemployment Insurance Weekly Review Week Ending April 18, 2020

### Claims by County



Overview

Claims by County

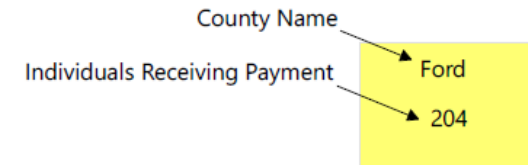
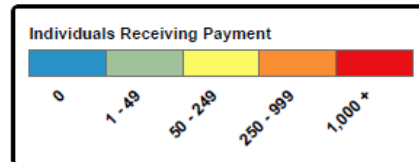
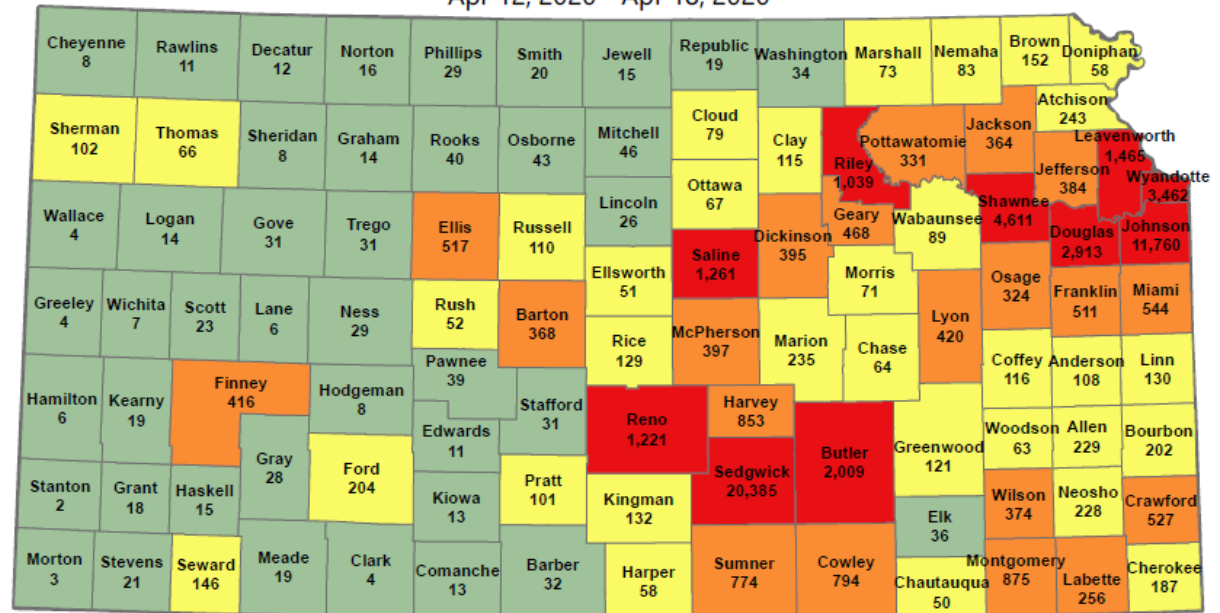
Initial Claims

Continued Claims

Trust Fund

Contributions

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.

# Unemployment Insurance Weekly Review

## Week Ending April 18, 2020

### Claims by County

Overview

Claims by County

Initial Claims

Continued Claims

Trust Fund

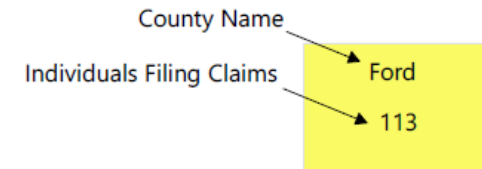
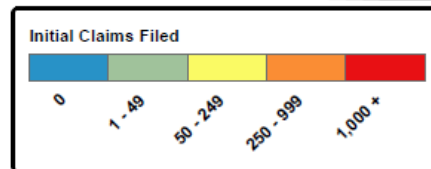
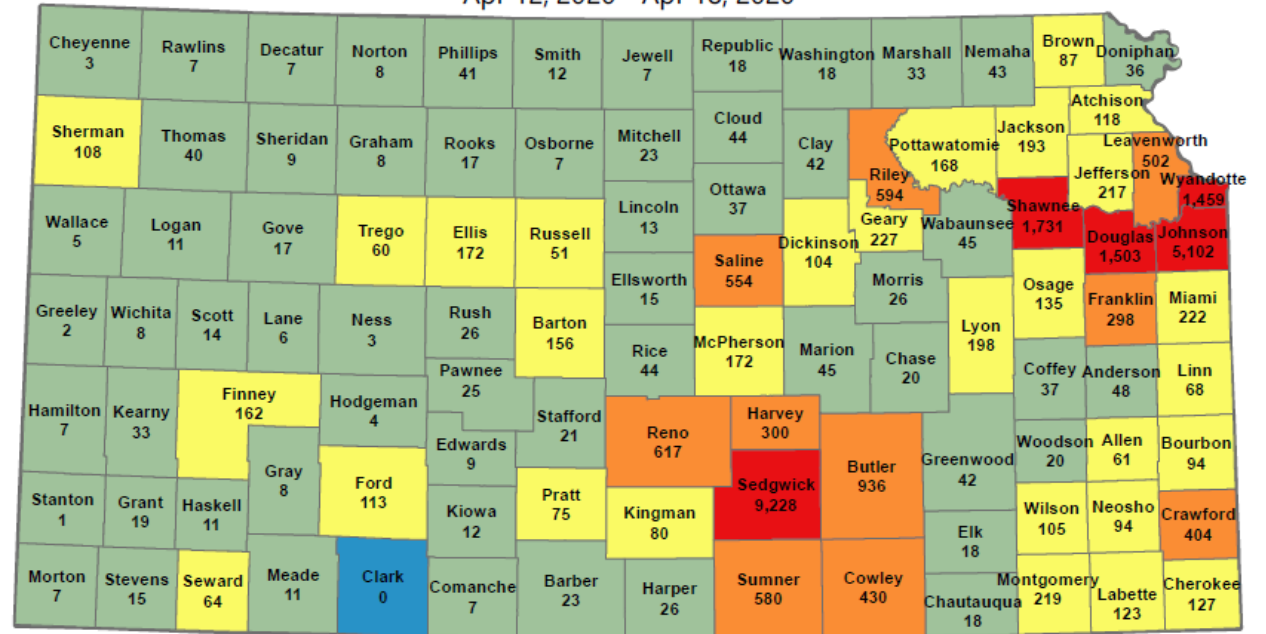
Contributions

Payments

Claims

### 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.

# Unemployment Insurance Weekly Review

## Week Ending April 18, 2020

### Initial Claims

Graph

Age

Gender

Industry

Overview

Claims by County

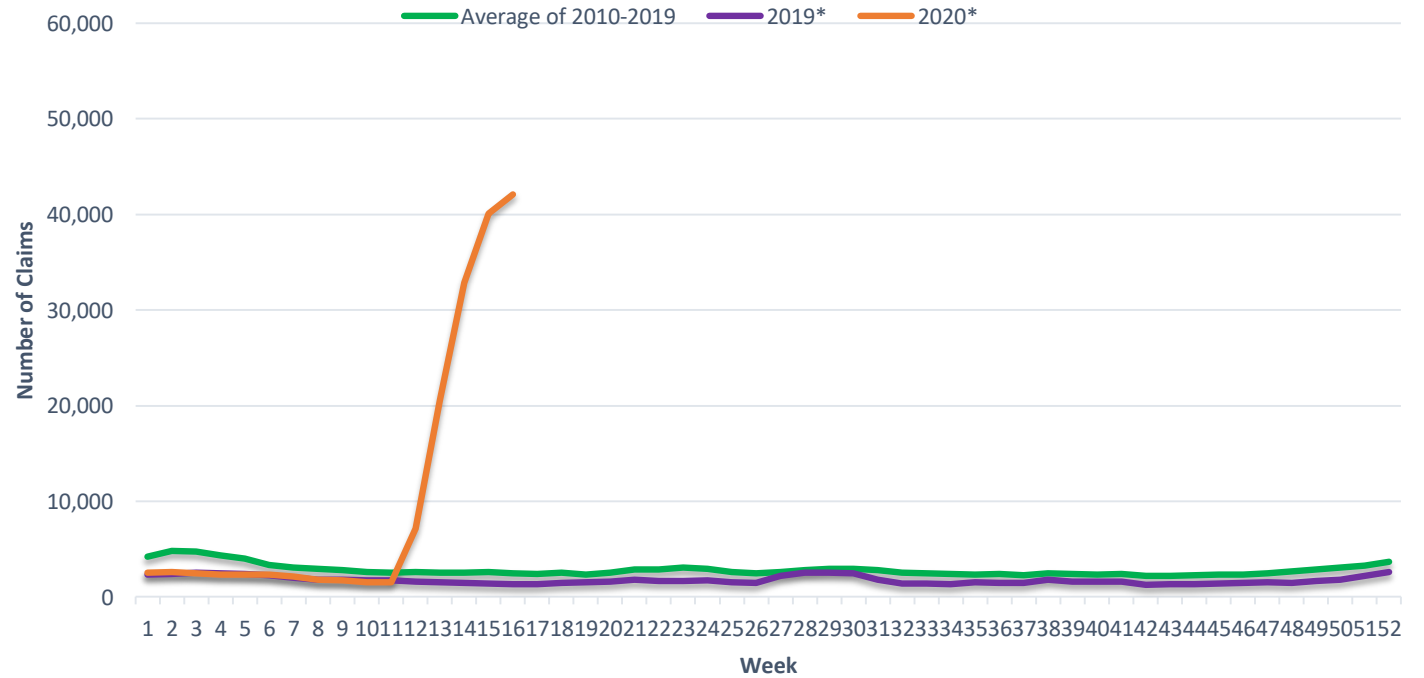
Initial Claims

Continued Claims

Trust Fund

Contributions

**Initial Claims**  
 Jan 01, 2010 - April 18, 2020



\* The values for 2019 and 2020 reflect 4-Week Moving Averages

Initial Claims

Graph

Age

Gender

Industry

Overview

Claims by County

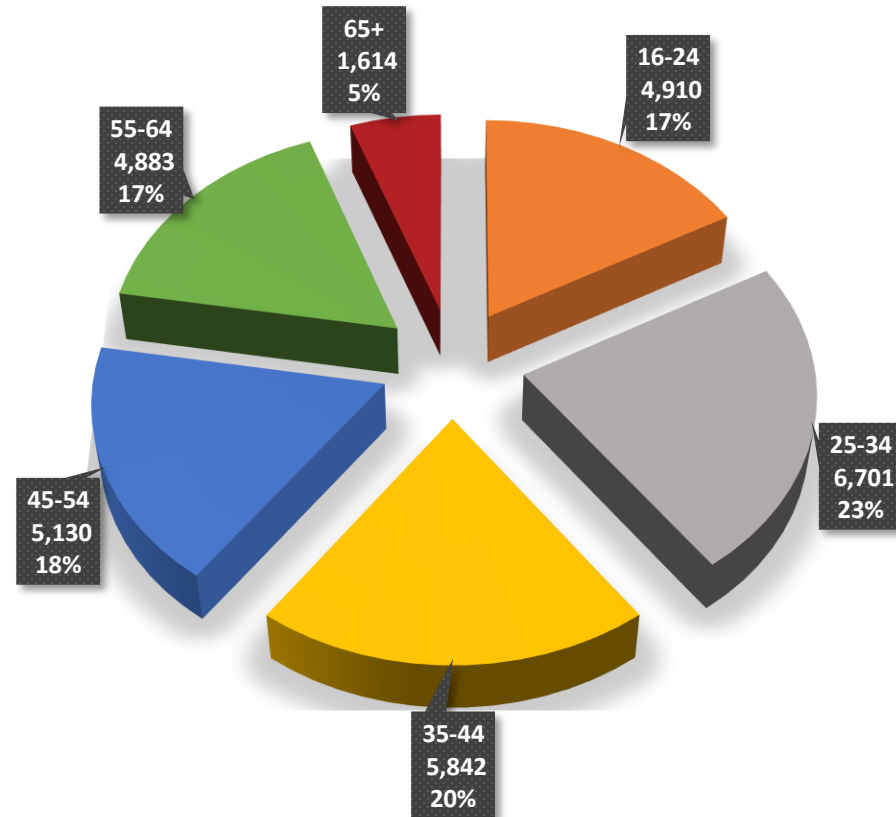
Initial Claims

Continued Claims

Trust Fund

Contributions

Initial Claims by Age



- Overview
- Claims by County
- Initial Claims**
- Continued Claims
- Trust Fund
- Contributions

Initial Claims

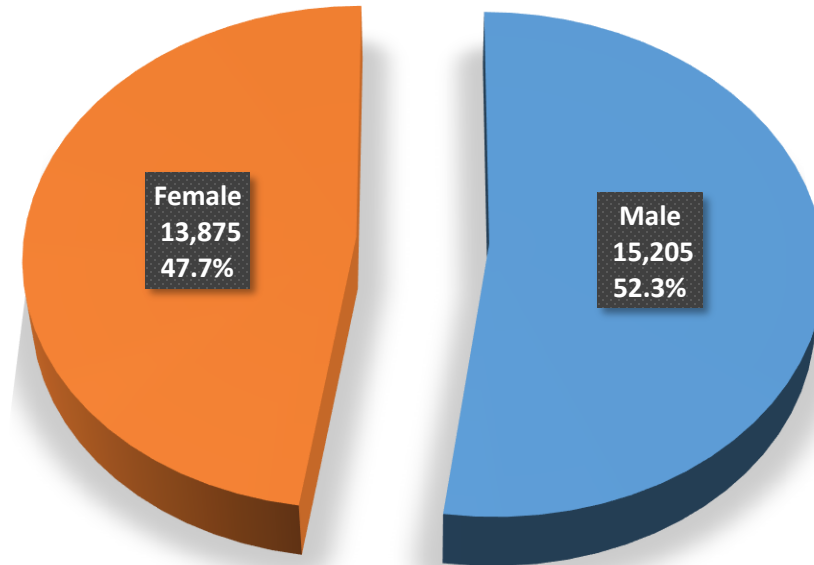
Graph

Age

Gender

Industry

Initial Claims by Gender



# Unemployment Insurance Weekly Review

## Week Ending April 18, 2020

### Initial Claims

Overview

Claims by County

Initial Claims

Continued Claims

Trust Fund

Contributions

Graph

Age

Gender

Industry

April 18, 2020

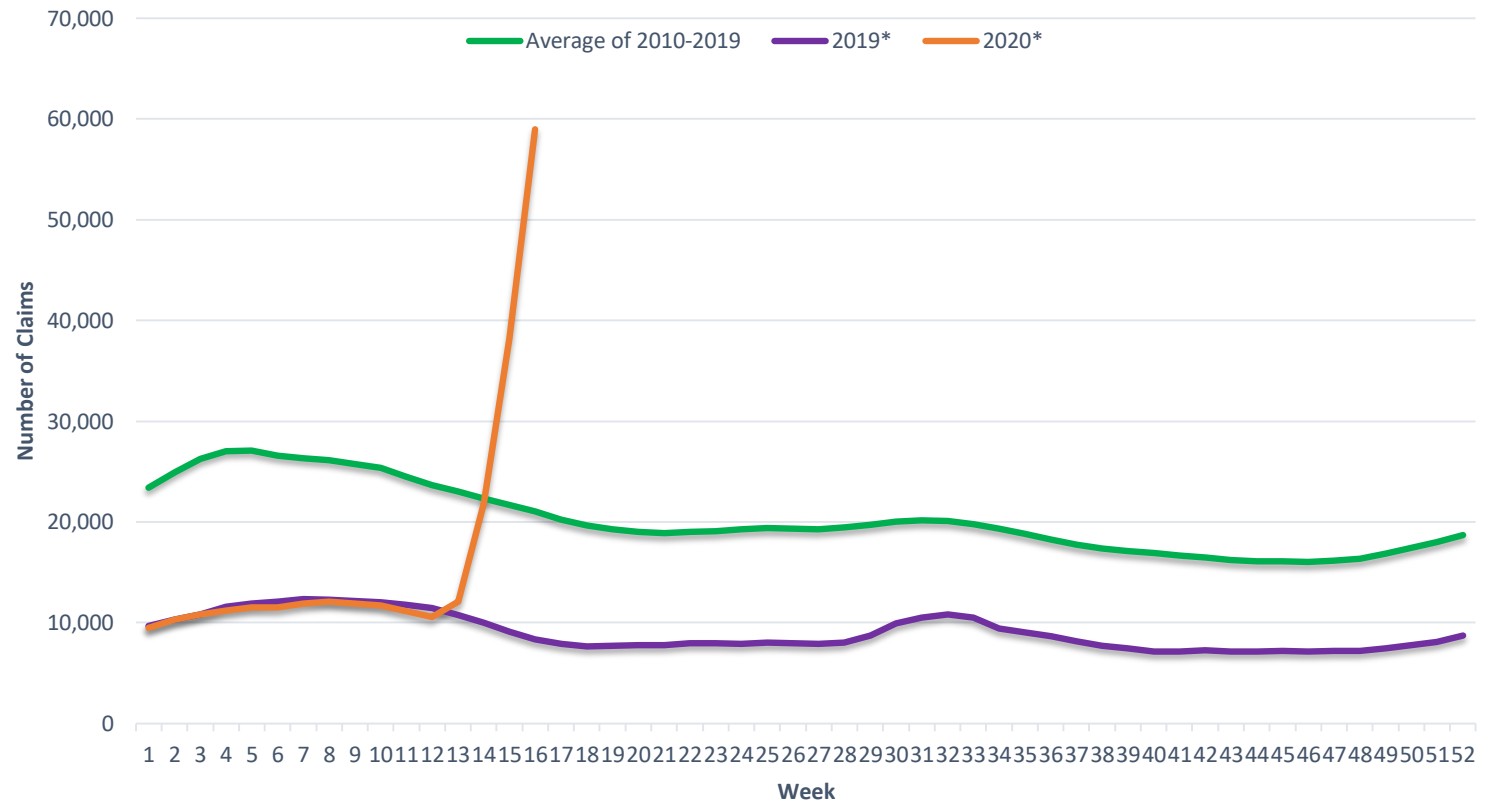
Industry Title	Initial Claims	Percent of Total Initial Claims
Manufacturing	9,229	31.7%
Accommodation and Food Services	3,298	11.3%
Retail Trade	2,943	10.1%
Health Care and Social Assistance	2,931	10.1%
Other Services (except Public Administration)	1,957	6.7%
Administrative and Waste Services	1,748	6.0%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

# Unemployment Insurance Weekly Review

## Week Ending April 18, 2020

- Overview
- Claims by County
- Initial Claims
- Continued Claims**
- Trust Fund
- Contributions

**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

### Trust Fund

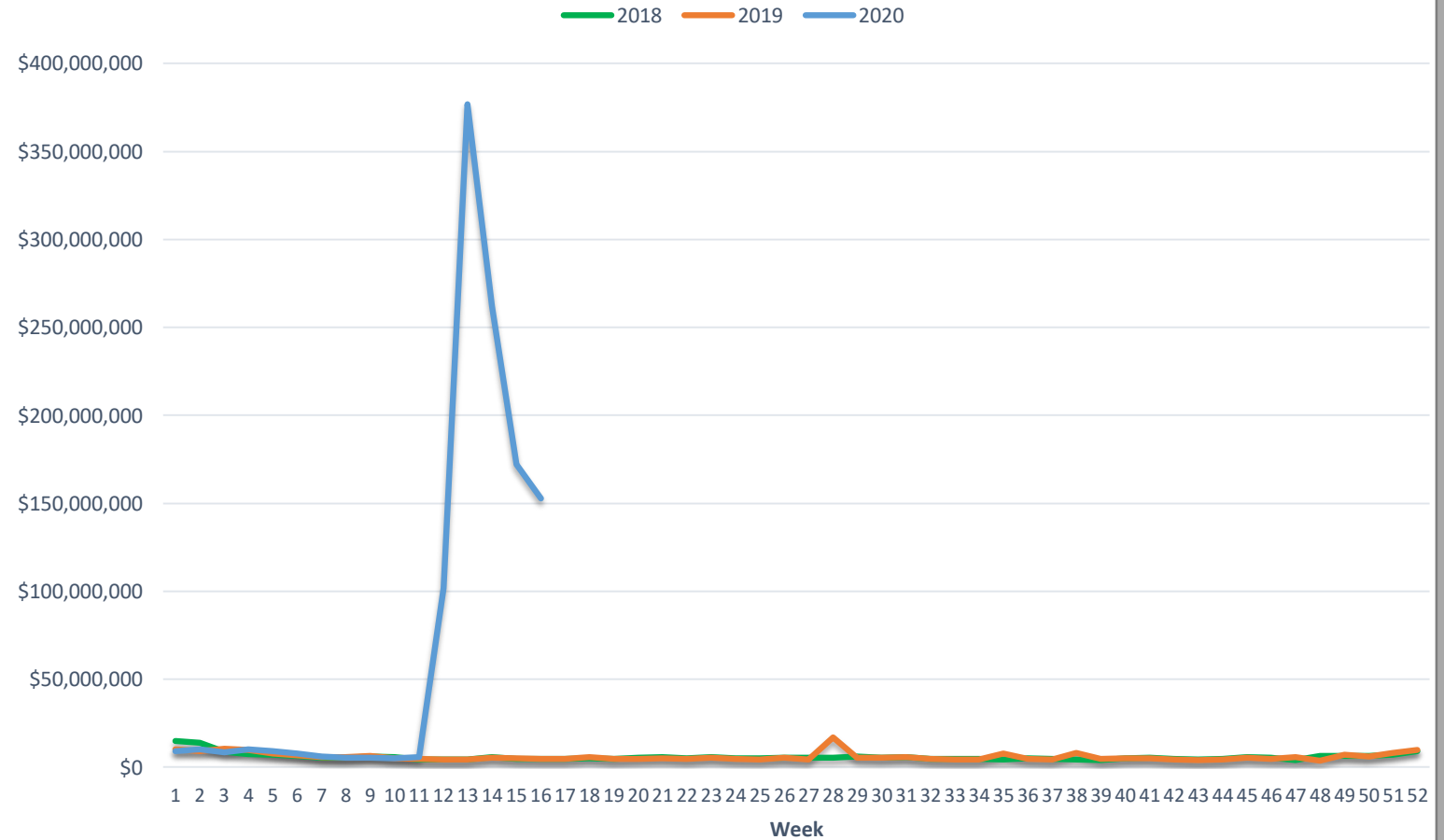
Balance

Benefit Liability Est. by Week

Benefits Paid by Week

Total Benefits Liability & Payment

### Benefit Liability Established by Week



# Unemployment Insurance Weekly Review

## Week Ending April 18, 2020

- Overview
- Claims by County
- Initial Claims
- Continued Claims
- Trust Fund**
- Contributions

### Trust Fund

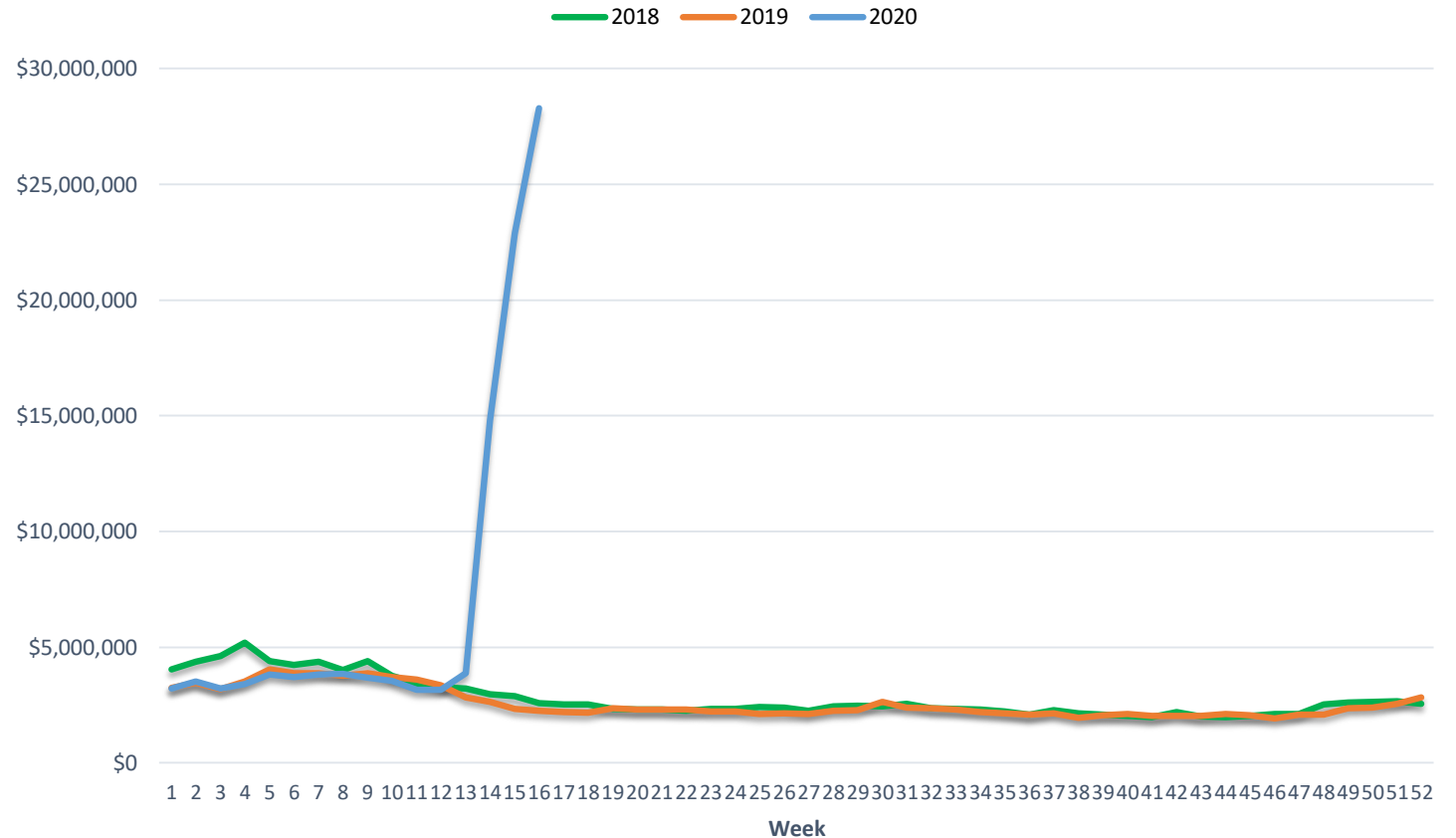
Balance

Benefit Liability Est. by Week

Benefits Paid by Week

Total Benefits Liability & Payment

### Benefit Payments Occurring by Week



# Unemployment Insurance Weekly Review

## Week Ending April 18, 2020

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

### Trust Fund

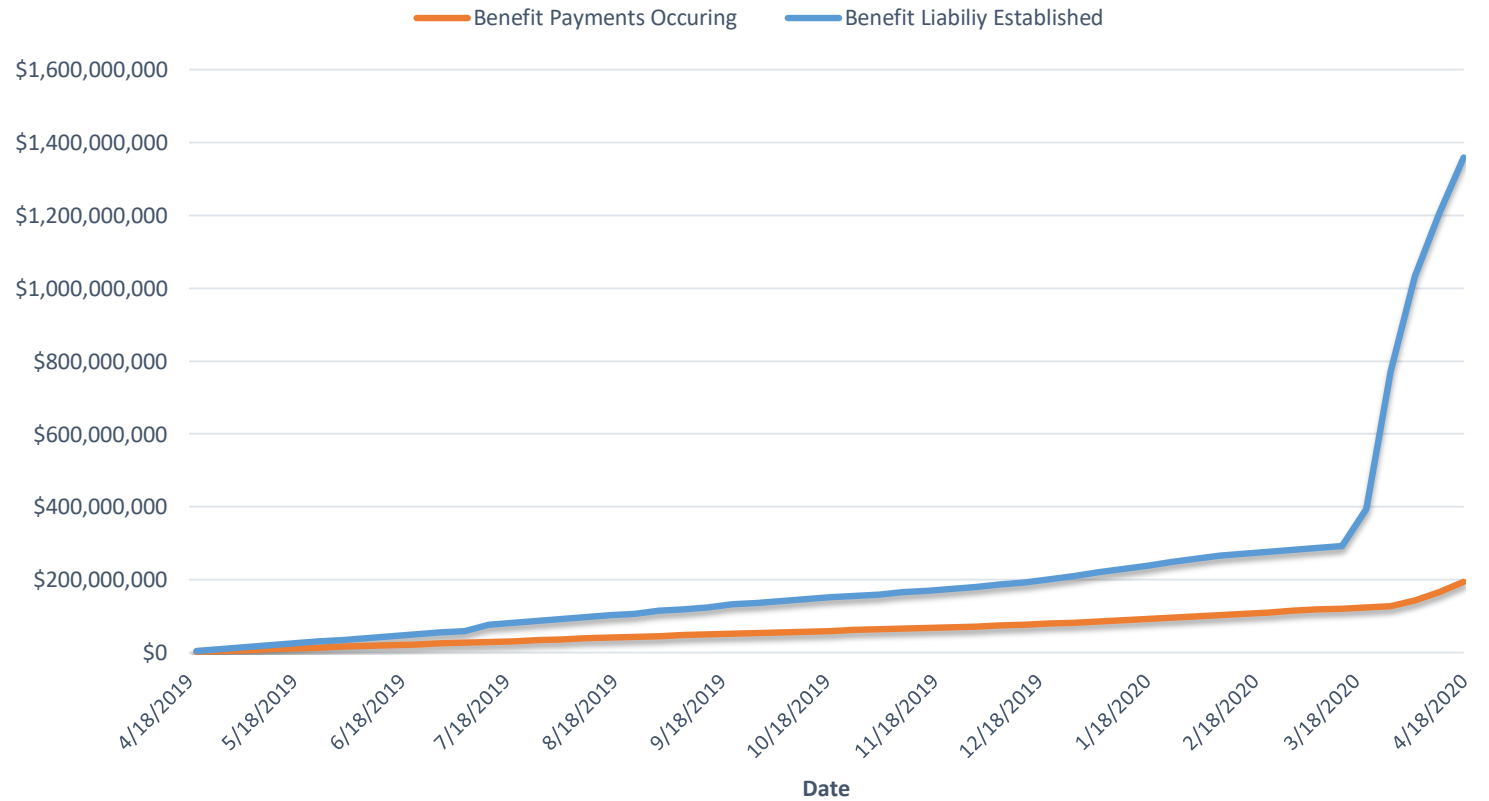
Balance

Benefit Liability Est. by Week

Benefits Paid by Week

Total Benefits Liability & Payment

### Benefit Liability Established & Benefit Payments Occurring Cumulative One Rolling Year



## Unemployment Insurance Weekly Review Week Ending April 18, 2020

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

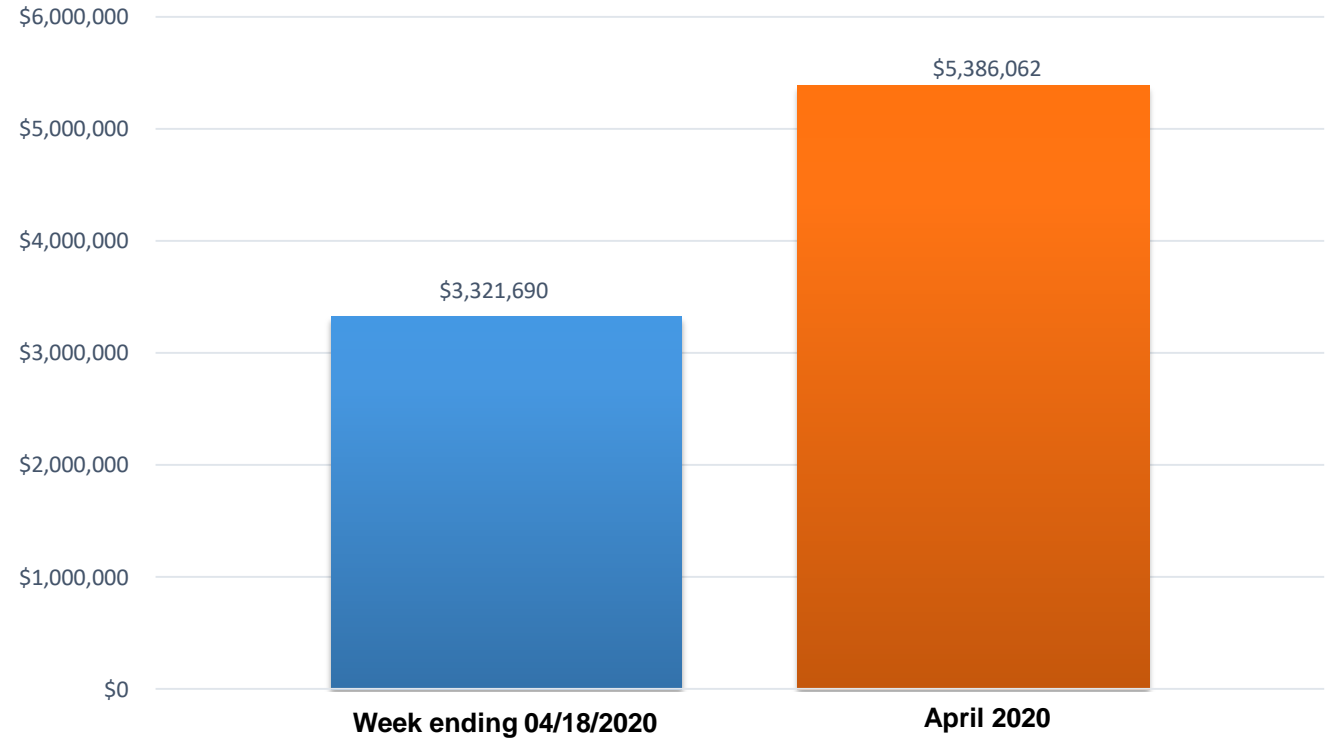
### Contributions

Week & MTD

Month & Last Year

YTD & Last YTD

### Contributions Current Week & Month-To-Date



# Unemployment Insurance Weekly Review

## Week Ending April 18, 2020

### Contributions

Overview

Claims by County

Initial Claims

Continued Claims

Trust Fund

Contributions

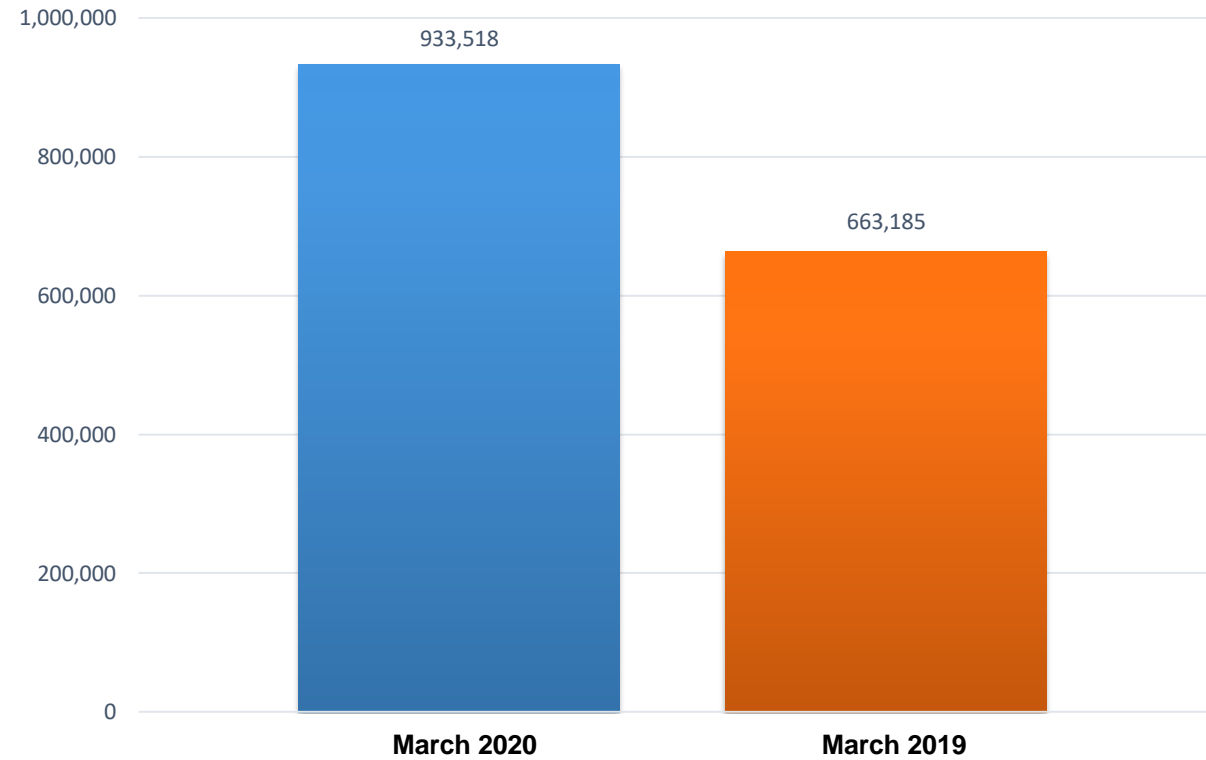
Week  
&  
MTD

Month  
&  
Last Year

YTD  
&  
Last YTD

### Contributions

#### March 2020 & March 2019



Contributions

Week  
&  
MTD

Month  
&  
Last Year

YTD  
&  
Last YTD

Overview

Claims by County

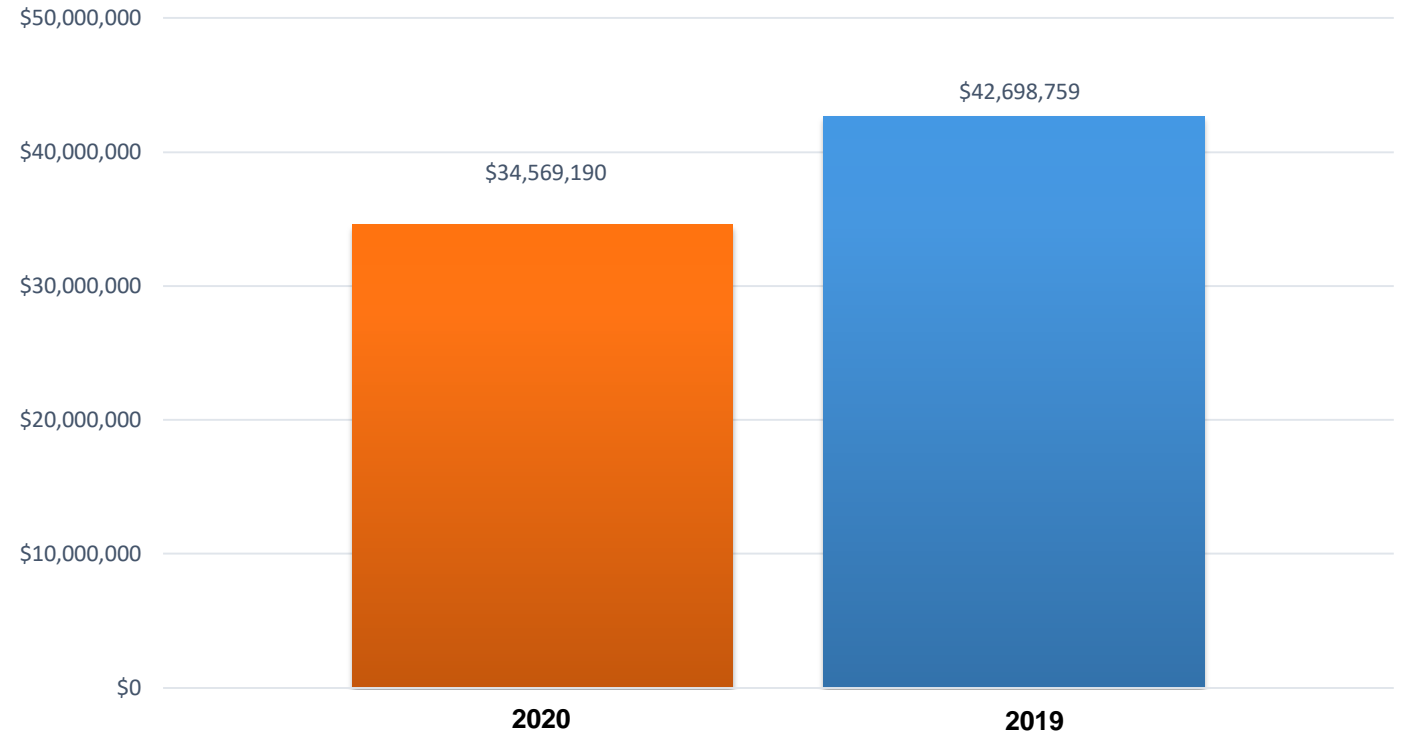
Initial Claims

Continued Claims

Trust Fund

Contributions

Total Contributions To-Date  
This Year & Last Year



# WHAT YOU NEED TO KNOW ABOUT THE NEW LEGISLATION



	<b>FPUC</b> Federal Pandemic Unemployment Compensation	<b>PUA</b> Pandemic Unemployment Assistance	<b>PEUC</b> Pandemic Emergency Unemployment Compensation
What is it?	FPUC is a \$600 additional benefit paid to unemployed individuals.	New federal program expanding access to unemployment benefits due to COVID-19.	Extension of regular unemployment to 13 weeks.
Who is this for?	The benefits is available to all benefit recipients.	<ul style="list-style-type: none"> <li>• Self-Employed</li> <li>• Independent Contractors</li> <li>• Gig Workers (Uber, etc.)</li> <li>• Others not qualified for regular unemployment such as farm workers, church employees, and those who only seek part-time work.</li> <li>• Someone who has exhausted all regular benefits</li> </ul>	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.	<ol style="list-style-type: none"> <li>1. Exhausted all regular benefits on claims with BYB of July 2, 2018 or later;</li> <li>2. Have no rights to regular benefits under any laws;</li> <li>3. Is not receiving benefits under Canadian UC programs; and</li> <li>4. Is able to work, available for work, and seeking work like regular UI claimants</li> </ol>
Monetary Eligibility Requirements	N/A (as long as a person is entitled to a program benefit, FPUC applies).	Must have a connection to the labor force (i.e. some work history or an offer to start work).	None; based on the exhausted UI claim.
Available Payment Amounts	\$600 each week in addition to the applicable program weekly benefit.	Payments will range from \$192 - \$488 per week. FPUC (\$600) also applies.	WBA (from the exhausted claim). FPUC (\$600) also applies.
Funding	Federally funded via the CARES Act.	Federally funded via the CARES Act.	Federally funded via the CARES Act.
Duration	N/A As long as weeks are claimed within the eligible weeks, payment can be made.	39 weeks (If have received regular or extended benefits, those weeks are included in the 39).	13 weeks
Eligible Weeks	March 29, 2020 – July 25, 2020.	January 27, 2020 – December 26, 2020.	March 29, 2020 – December 26, 2020

## MORE INFORMATION:

See Frequently Asked Questions About UI:  
[GetKansasBenefits.gov/FAQs](http://GetKansasBenefits.gov/FAQs)

Apply online at [www.GetKansasBenefits.gov](http://www.GetKansasBenefits.gov)

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/eess/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/eess/Documents/Food\\_Distribution\\_Programs/TEFAP%20Distribution%20Sites%20by%20County.pdf](http://www.dcf.ks.gov/services/eess/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/eess/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>

**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](mailto: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](mailto: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](http://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](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](http://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](http://www.hud.gov)

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

<http://www.dcf.ks.gov/services/ees/pages/energy/energyassistance.aspx>



## OTHER SUPPORTS

**Kansas Appleseed** Rights and Resources Webinars: [www.kansasappleseed.org](http://www.kansasappleseed.org)



## UNEMPLOYMENT INSURANCE

To apply for unemployment benefits please visit: [www.GetKansasBenefits.org](http://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.

03.24.20 Executive Order No. 20-13. Allowing certain deferred tax deadlines and payments during the COVID-19 pandemic.

03.31.20 Executive Order 20-17. Temporary relief from certain unemployment insurance requirements in response to the COVID-19 pandemic.