



UCMIC Report

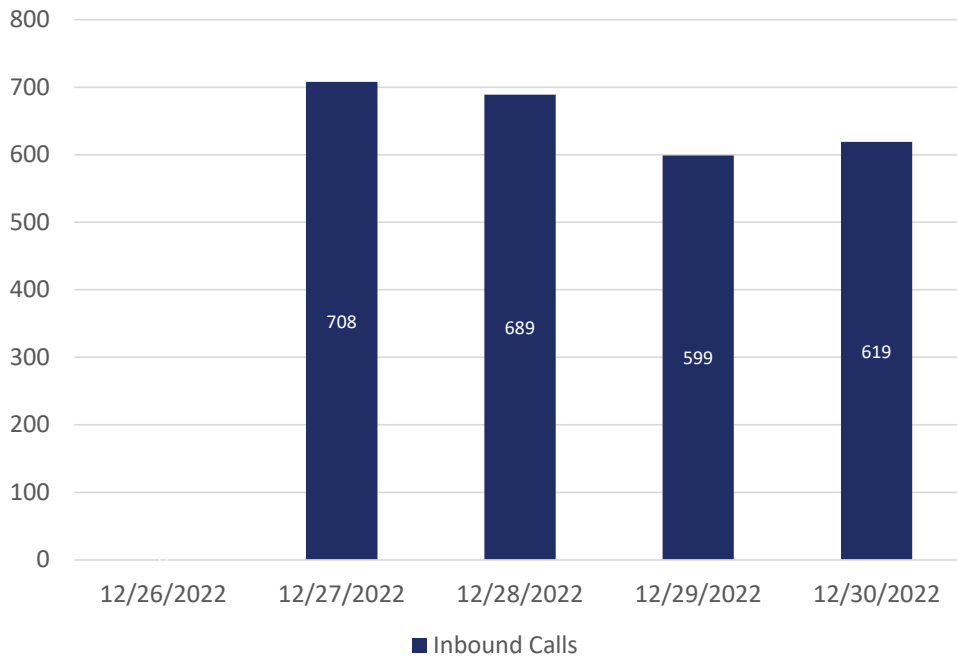
January 13, 2023

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Topeka, KS 66603
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KDOL.Communications@ks.gov
dol.ks.gov

Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

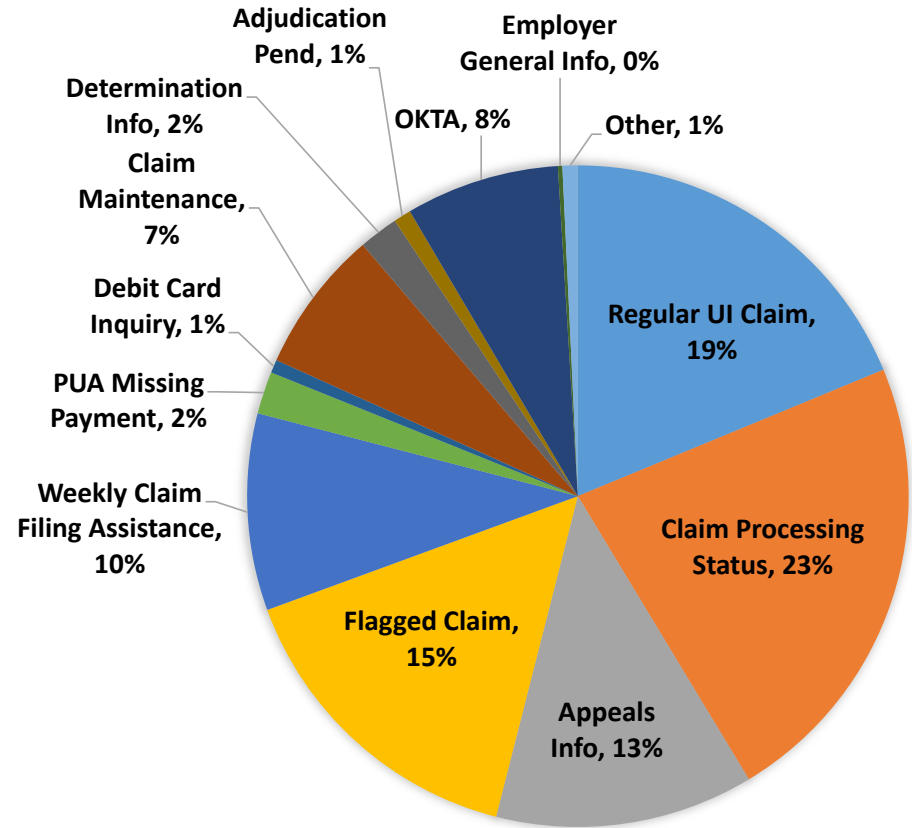
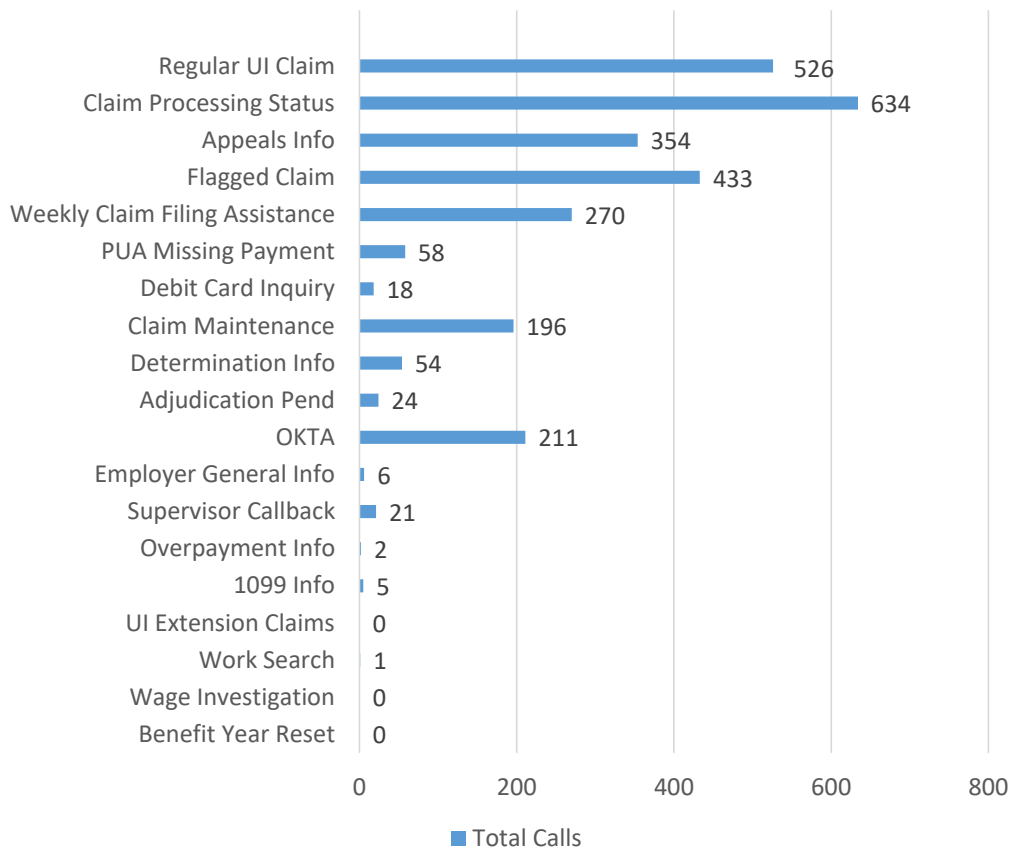


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
12/26/2022			
12/27/2022	42:06	21%	16%
12/28/2022	31:08	23%	15%
12/29/2022	33:24	22%	17%
12/30/2022	33:51	24%	18%

Call Drivers

December 26, 2022 – December 30, 2022



Surge Capacity

KDOL



As of December 30, 2022.

Shared Work



As of December 30, 2022.

**Some employers are enrolled in simultaneous Shared Work Programs.*

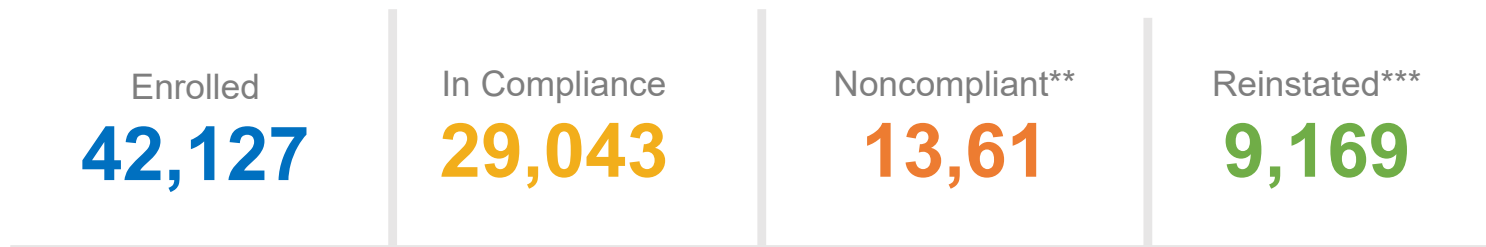
***This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

My Reemployment Plan

Active Claimants Enrolled*

3,647

Cumulative Totals



As of December 30, 2022.

*Indicates claimants who applied for UI benefits for the week ending October 7 and who have claimed at least three consecutive weeks of UI benefits

**These are claimants who have currently failed to meet MRP requirements. These claimants can be reinstated in the program in certain situations.

*** These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.

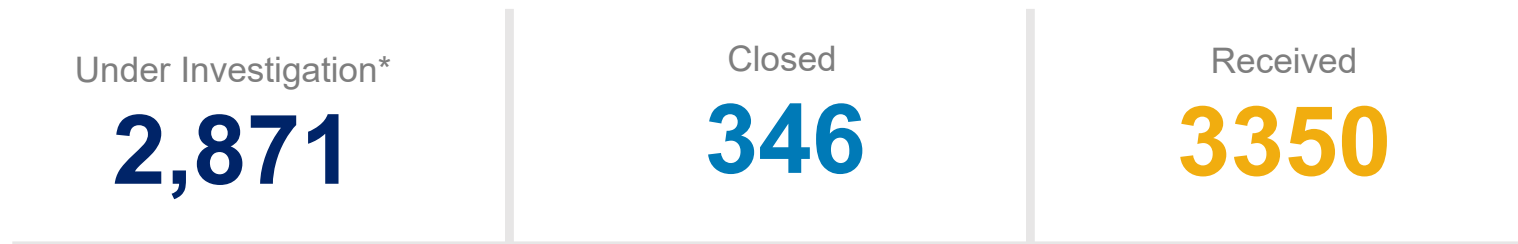
Kansas Department of Labor, Communications Division , 401 SW Topeka Blvd. Topeka, KS 66603 Phone: (785) 296-0901 Fax: (785) 296-0753 Email: KDOL.Communications@ks.gov Web: dol.ks.gov

Job Refusal Determinations



As of December 30, 2022.

Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, January 4, 2023.

**These investigations are primarily non-ID verification cases such as wage fraud investigations, fraudulent documentation investigations, and investigations into potential employer fraud.*

Status of the Modernization

- Overall status: Good Standing
- As of January 6, 2023, the agency has spent: \$2,778,211.42.
- Status of milestones:
 - Kansas Tax and Benefit SMEs are finished reviewing all artifacts.
 - All Gap Sessions have been completed and all logged gaps have been solutioned.
 - As of 12/30, a total of 170 gaps for Benefits and 155 gaps for Tax have been identified.
 - Data migration mapping documents Benefits iteration 1 submitted for approval
 - Data migration mapping documents Tax iteration 1 submitted for approval
 - Benefits requirements Iteration #1,#2 and #3 complete and approved
 - Tax Requirements Iteration #1, #2 and #3 complete and approved

Current and Upcoming Activities

- 1 Data Mapping for Iteration 2 02/24
- 2 Environment Build for Development 1/31
- 3 Benefit iteration1 Application Design 02/17
- 4 Tax Iteration 1 Application Design 02/10
- 5 OCM Plan 02/03

