



UCMIC Report

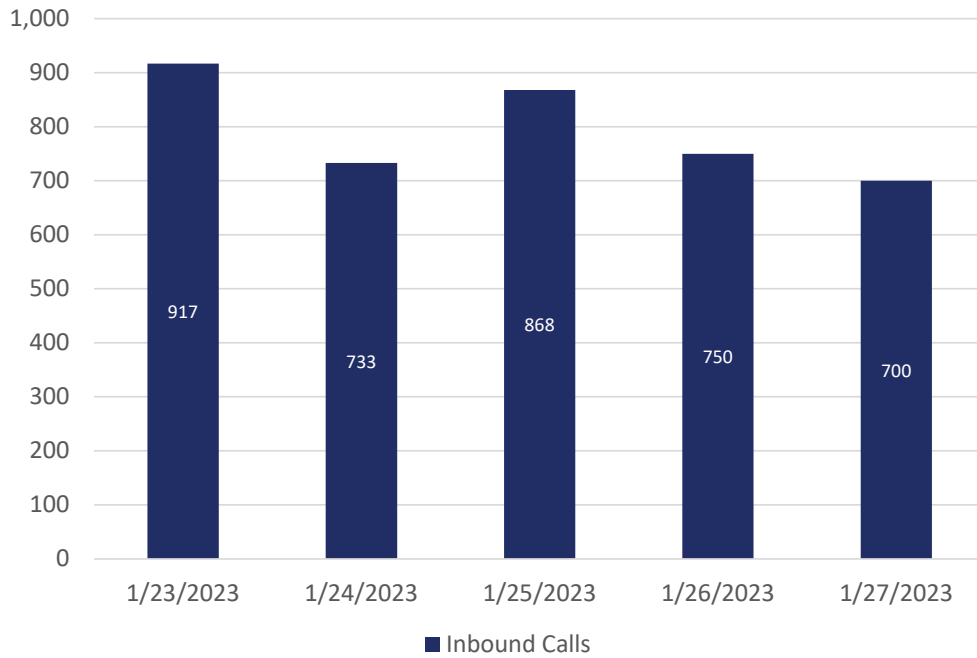
February 15, 2023

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

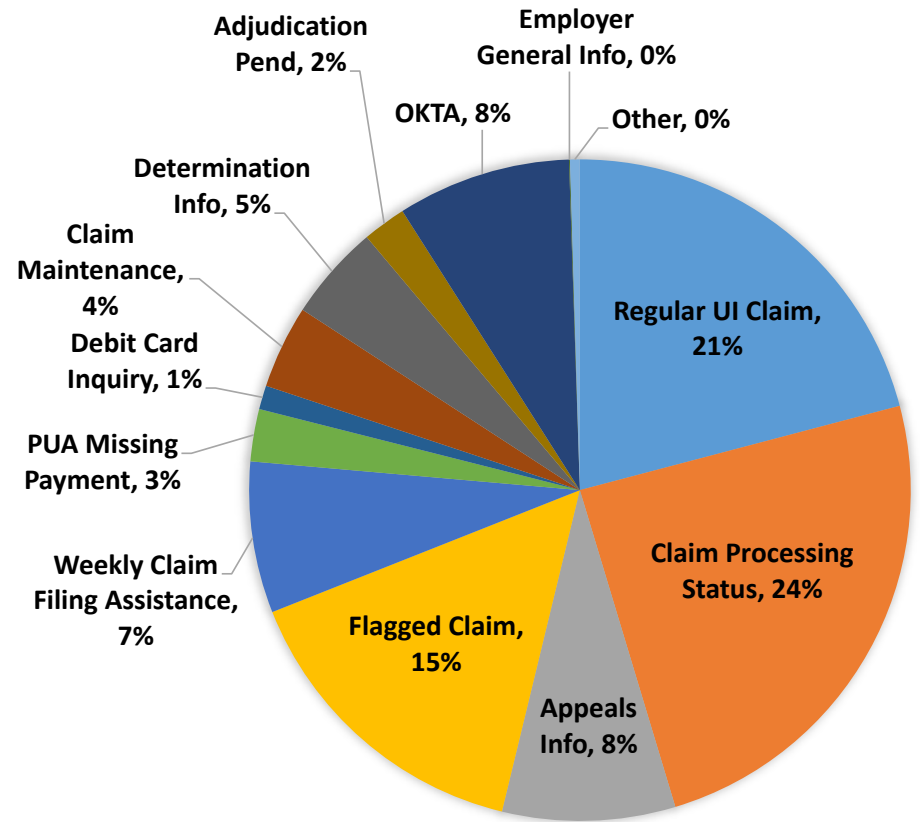
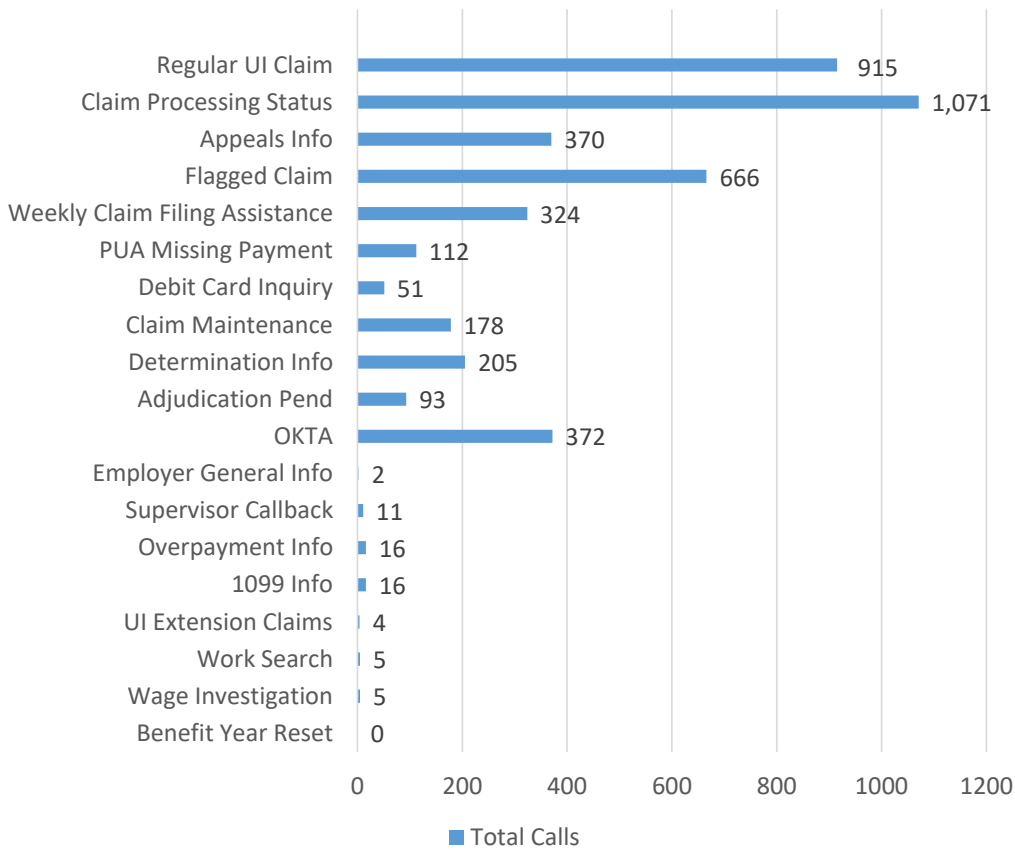


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
01/23/2023	19:39	34%	15%
01/24/2023	24:17	34%	16%
01/25/2023	19:33	43%	13%
01/25/2023	17:23	43%	13%
01/27/2023	27:11	42%	18%

Call Drivers

January 23, 2023 – January 27, 2023



Surge Capacity

KDOL



As of February 3, 2023

Shared Work



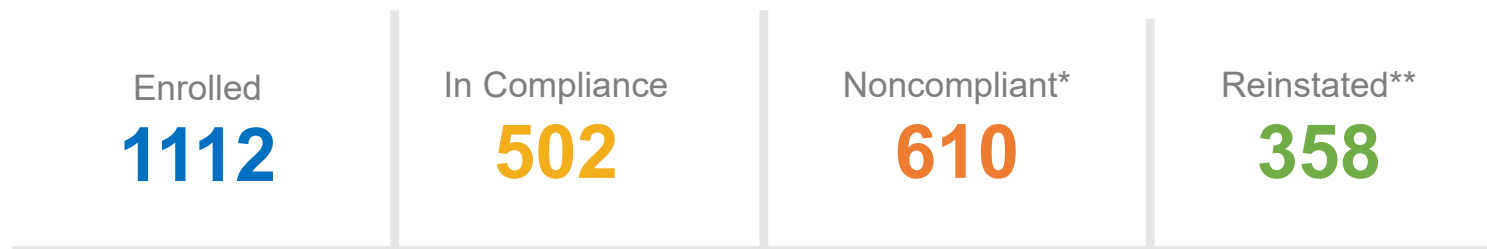
As of February 3, 2023.

**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

Cumulative 2023 Totals



As of February 3, 2023.

**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.*

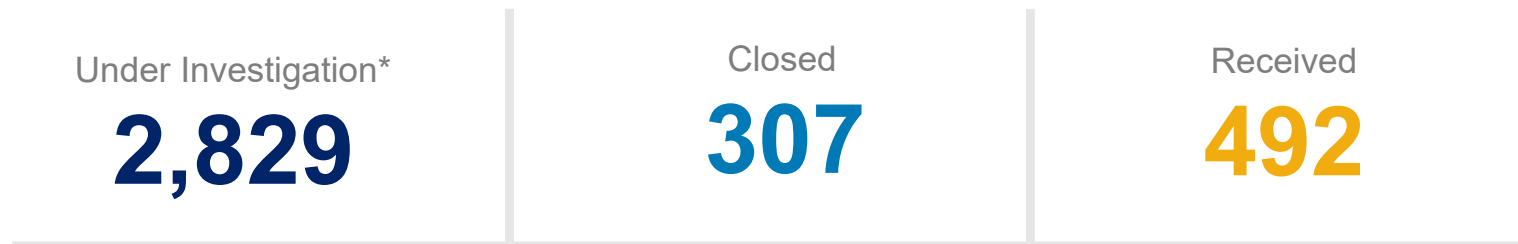
Kansas Department of Labor, Communications Division, 401 SW Topeka Blvd. Topeka, KS 66603 Phone: (785) 296-0901 Fax: (785) 296-0753 Email: KDOL.Communications@ks.gov Web: dol.ks.gov

Job Refusal Determinations



As of February 3 , 2023

Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, to February 3, 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 February 3, 2023, the agency has spent: \$3,925,218.99
- Status Milestones:
 - A total of 170 gaps for Benefits and 155 gaps for Tax have been identified.
 - Data migration mapping documents Benefits iteration 1 approved
 - Data migration mapping documents Tax iteration 1 approved
 - Gap Environment build complete and accessible to all users
 - Design started for Iteration 1 modules as of 1/31 total 34 gaps design solution completed so far out of 41 CR's
 - Development environment build completed on local machines and server repository setup is in progress.
 - OCM Plan delivered 2/5

Current and Upcoming Activities

- 1 Data Mapping for Iteration 2 02/24
- 2 Environment Build for Development 2/14
- 3 Benefit iteration1 Application Design 02/24
- 4 Tax Iteration 1 Application Design 02/10
- 5 OCM Plan 02/03