



UCMIC Report

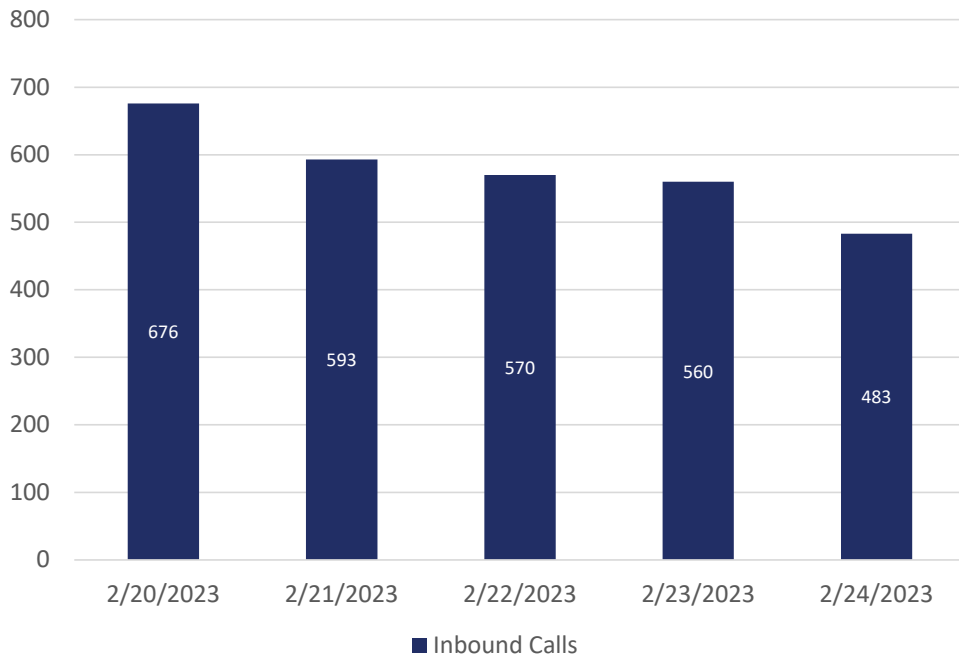
March 15, 2023

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Topeka, KS 66603
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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

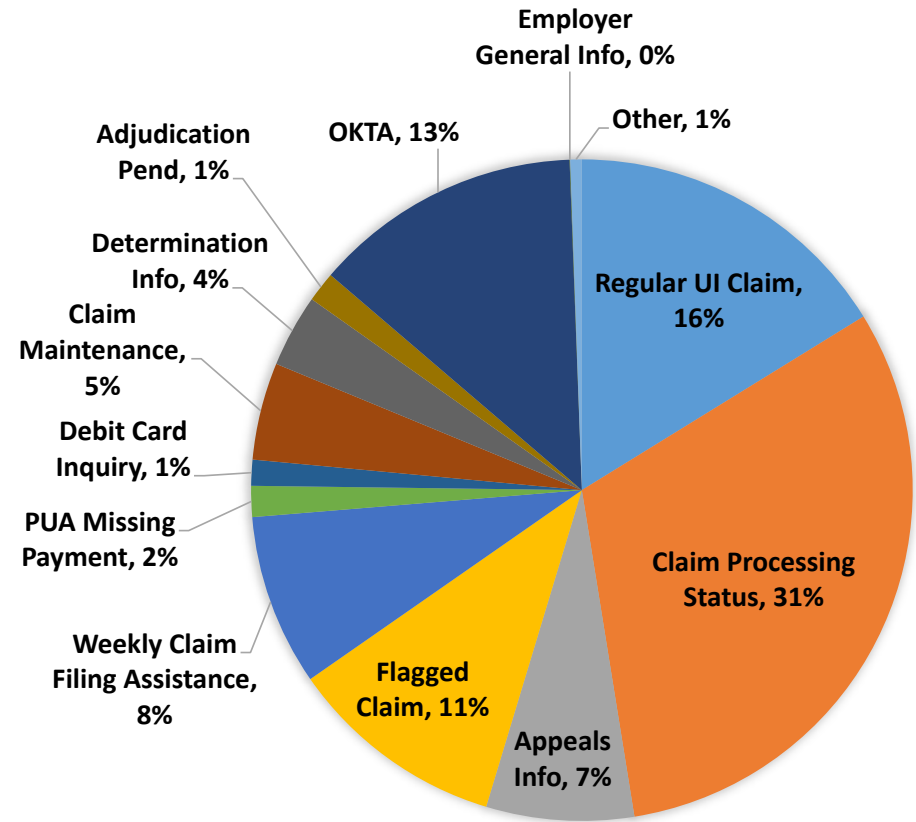
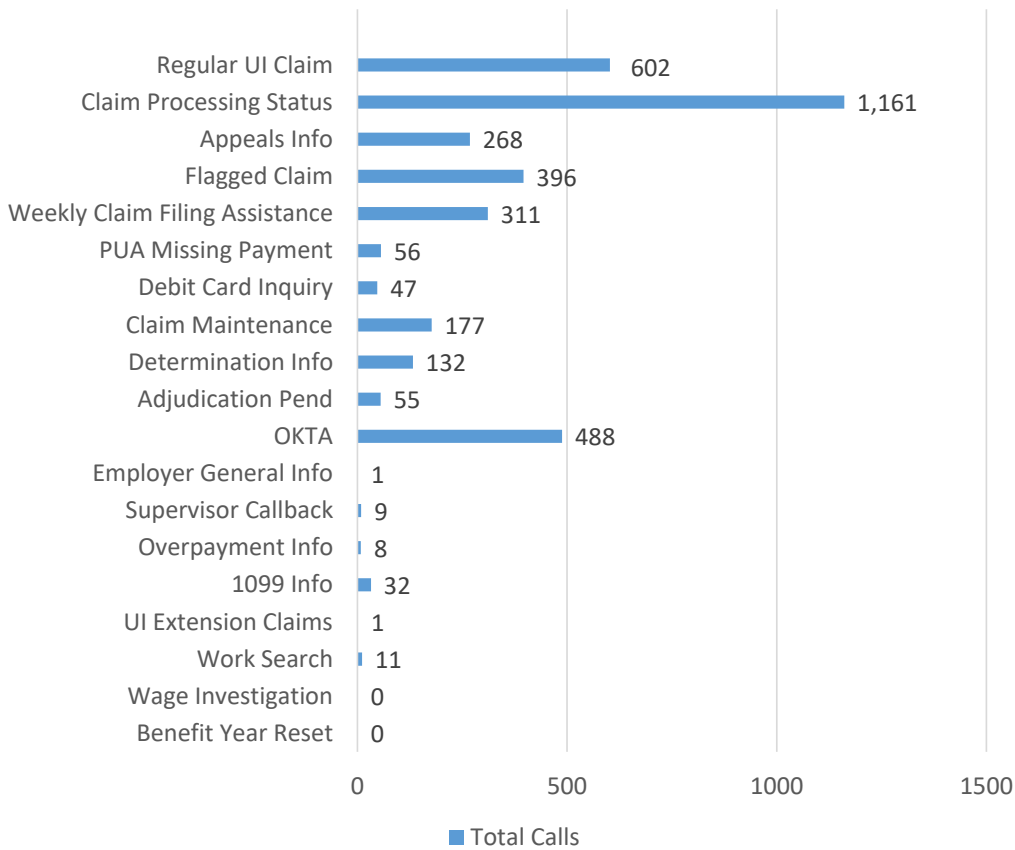


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
02/20/2023	27:32	34%	24%
02/21/2023	29:03	29%	22%
02/22/2023	21:02	34%	16%
02/23/2023	23:47	36%	17%
02/24/2023	28:46	32%	20%

Call Drivers

February 20, 2023 – February 24, 2023



Surge Capacity

KDOL



As of March 3, 2023

Shared Work



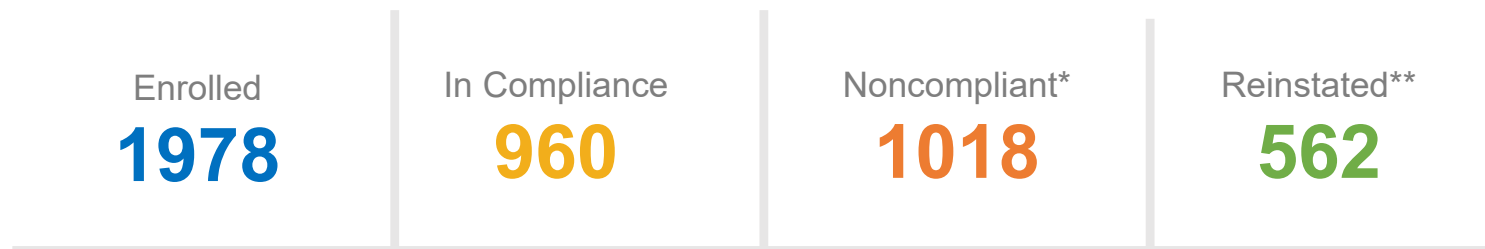
As of March 3, 2023.

**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 March 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.*

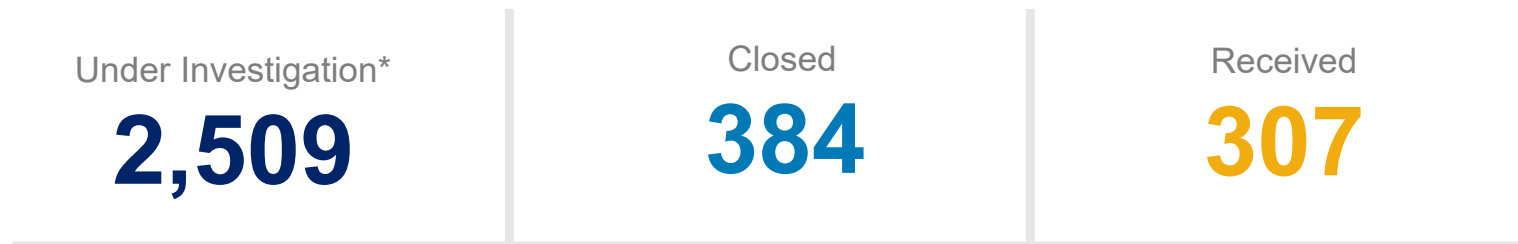
Kansas Department of Labor, Communications Division, 401 SW Topeka Blvd. Topeka, KS 66603 Phone: (785) 296-0901 Fax: (785) 296-0753 Email: KDOL.Communications@ks.gov Web: dol.ks.gov

Job Refusal Determinations



As of March 3, 2023

Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, to March 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

- As of March 3, 2023, the agency has spent: \$4,106,776.33
- Currently Application design for Tax Iteration 2 modules is in progress
- Tax Iteration 1 modules design approved
- Benefits Iteration 1 modules design has been delivered for approval
- Data migration mapping documents for Benefits and Tax iteration 1 are approved
- Data migration mapping documents Tax iteration 2 approved
- Development environment build completed on local machines and on server repository.
- Organizational Change Management Plan delivered on 2/3

Current & Upcoming Activities

1 Data Mapping for Iteration 2 03/08

2 Benefit iteration2 Application Design 3/24

3 Tax iteration 2 Application Design 03/24