



# UCMIC Report

April 13, 2023

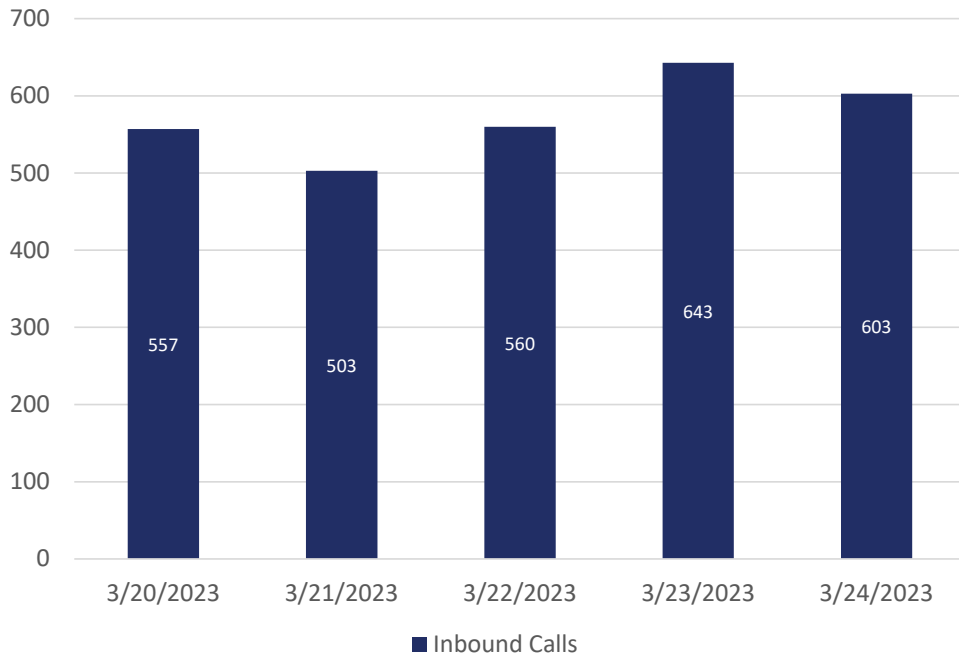
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Amber Shultz, Secretary  
Laura Kelly, Governor

# Call Center Performance Metrics

## Call Volume

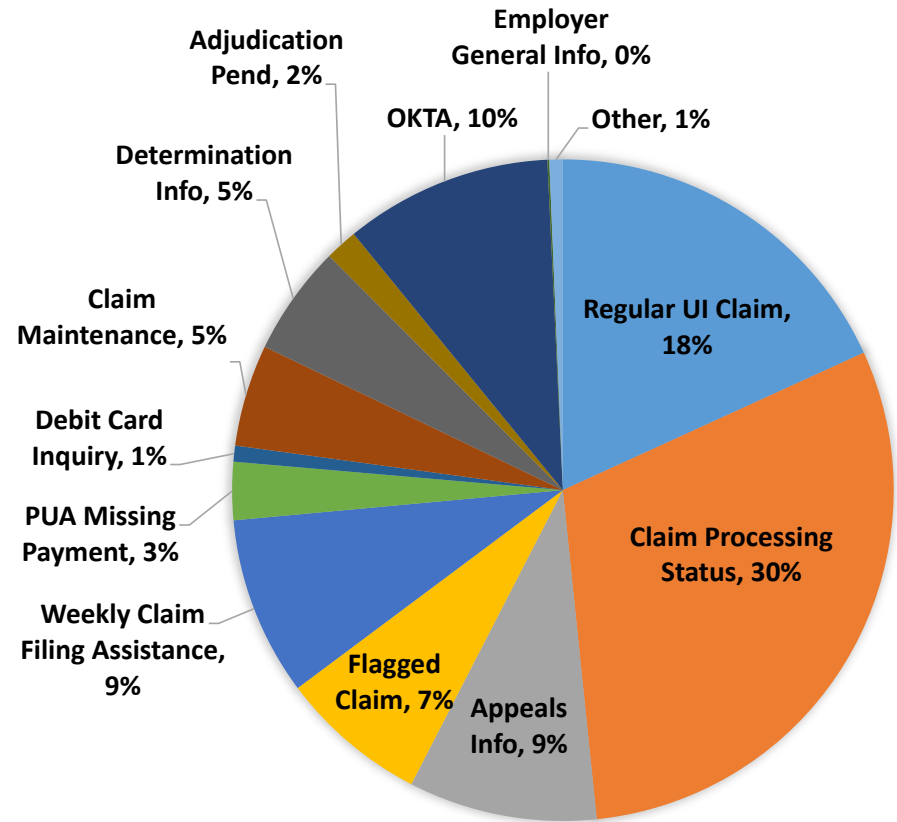
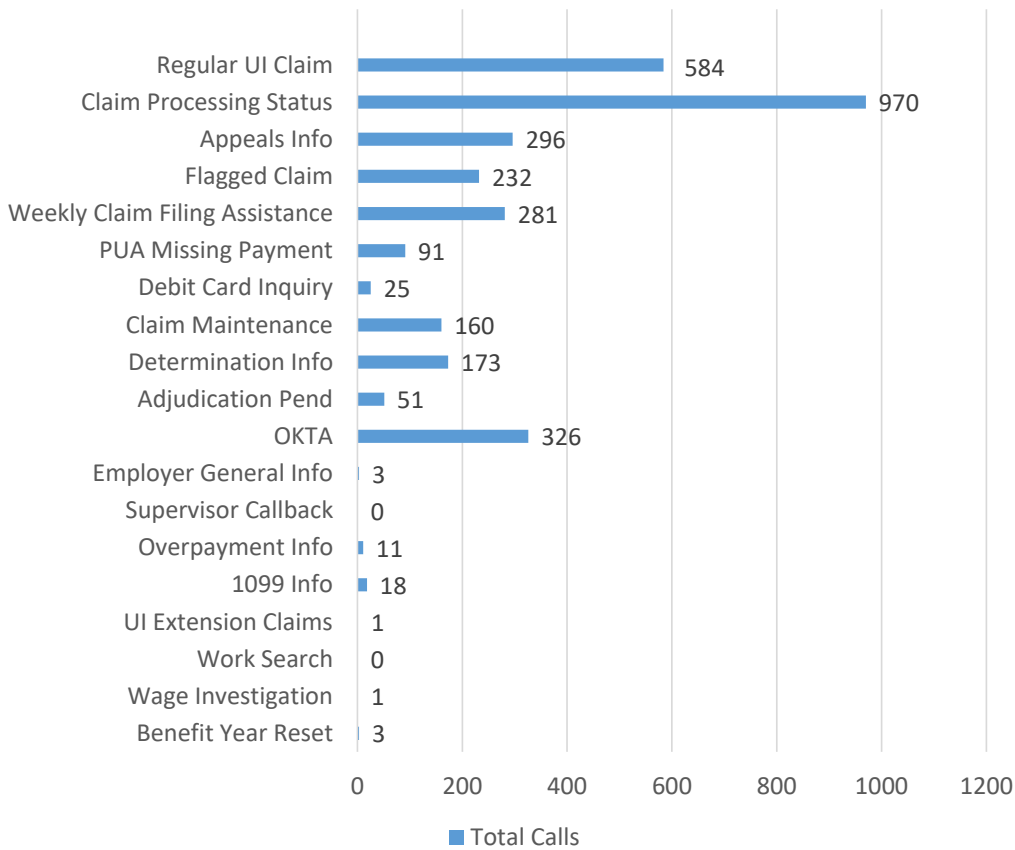


## Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>03/20/2023</b>	32:50	25%	20%
<b>03/21/2023</b>	28:01	28%	22%
<b>03/22/2023</b>	18:33	37%	16%
<b>03/23/2023</b>	18:21	49%	13%
<b>03/24/2023</b>	20:12	47%	16%

# Call Drivers

March 20, 2023 – March 24, 2023



# Surge Capacity

**KDOL**



*As of March 31, 2023*

# Shared Work



As of March 31, 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.*

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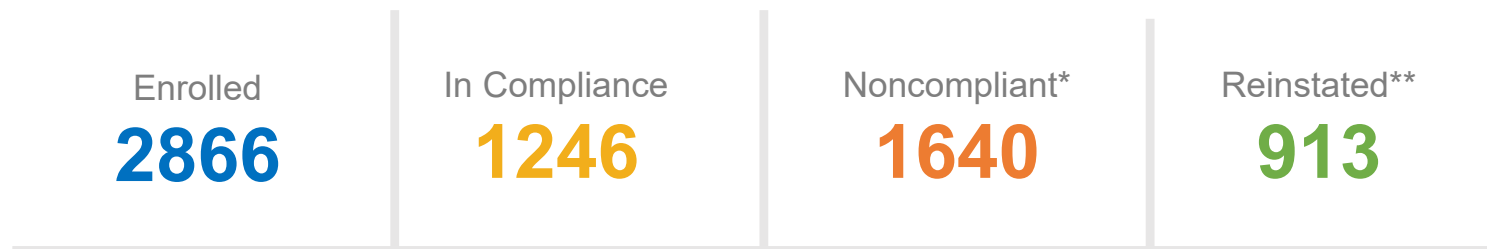
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# My Reemployment Plan

## Cumulative 2023 Totals



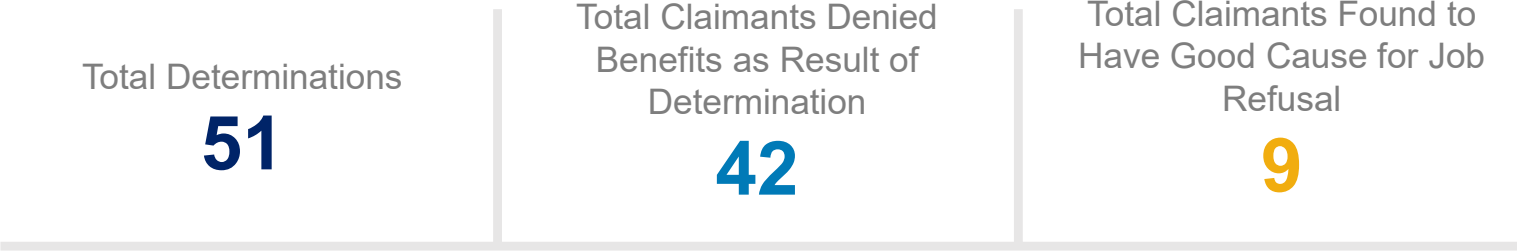
As of March 31, 2023.

*\*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.*

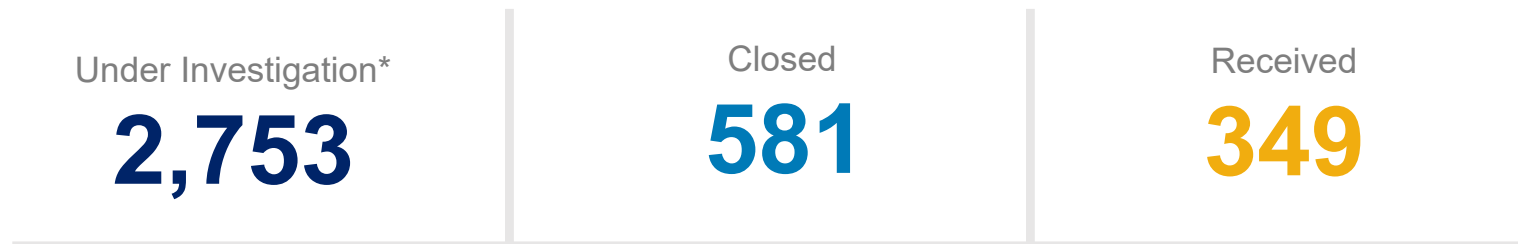
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# Job Refusal Determinations



As of March 31, 2023

# Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, to March 31, 2023.

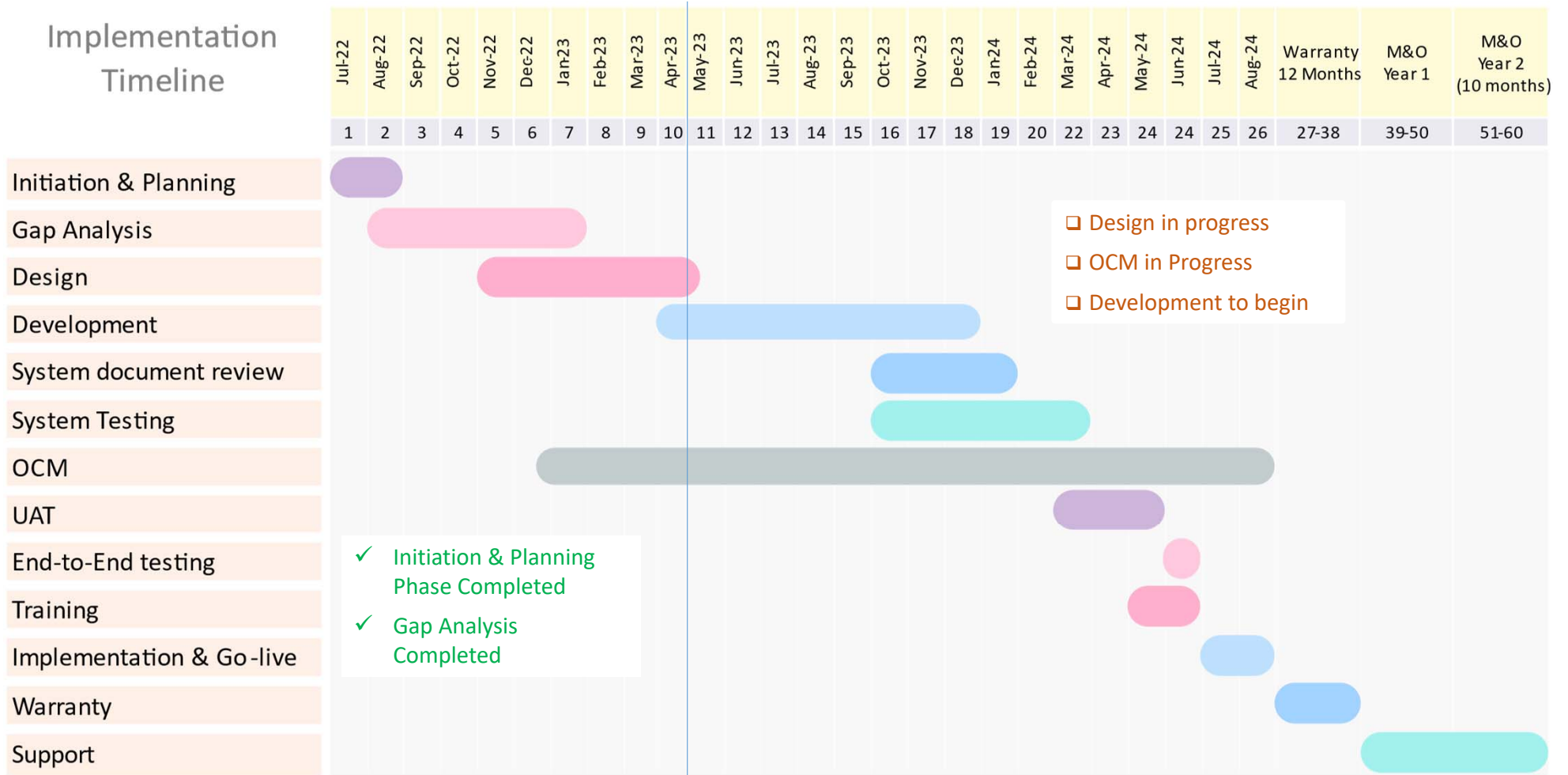
*\*These investigations are primarily non-ID verification cases such as wage fraud investigations, fraudulent documentation investigations, and investigations into potential employer fraud.*



# Status of the Modernization

- As of March 31, 2023, the agency has spent: \$4,316,621.10.
- Currently Application design for Tax Iteration 3 modules is in progress
- Tax Iteration 2 modules design approved
- Benefits Iteration 1 modules design has been approved
- Data migration mapping documents for Benefits and Tax iteration 2 are approved
- Data migration mapping documents for Benefits and Tax iteration 3 are in progress
- Development in progress for Tax Iteration 1.
- Organizational Change Management Stakeholder interviews completed

# Program Timeline



# Current & Upcoming Activities

1 Data Mapping for Iteration 3 04/17

2 Benefit iteration2 Application Design 04/21

3 Tax iteration 3 Application Design 04/21