



# UCMIC Report

April 26, 2023

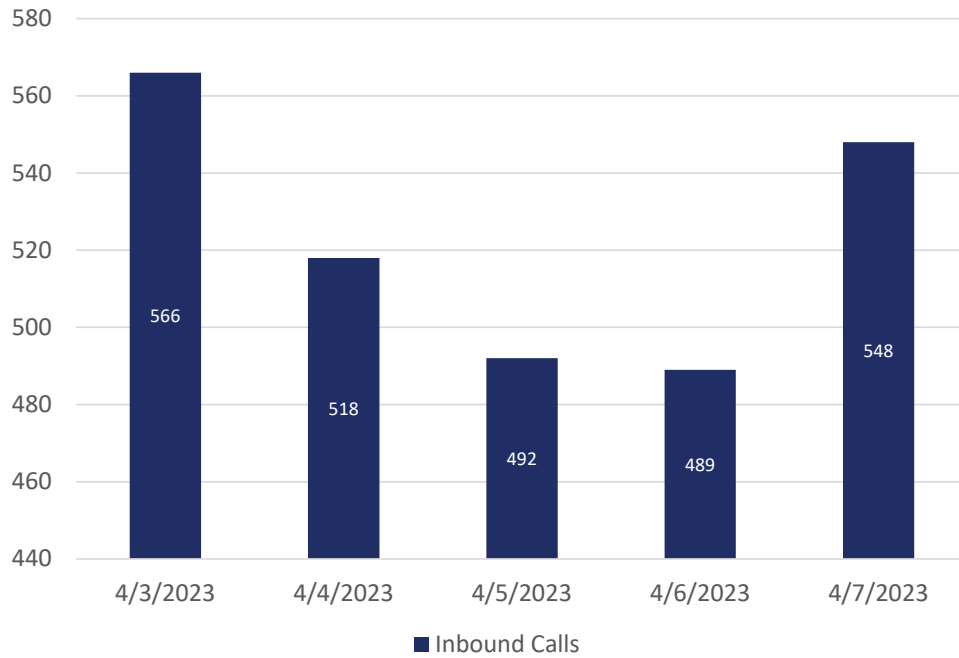
---

401 SW Topeka Blvd.  
Topeka, KS 66603  
Phone: (785) 296-0901  
Fax: (785) 296-0753  
[KDOL.Communications@ks.gov](mailto:KDOL.Communications@ks.gov)  
[dol.ks.gov](http://dol.ks.gov)

Amber Shultz, Secretary  
Laura Kelly, Governor

# Call Center Performance Metrics

## Call Volume

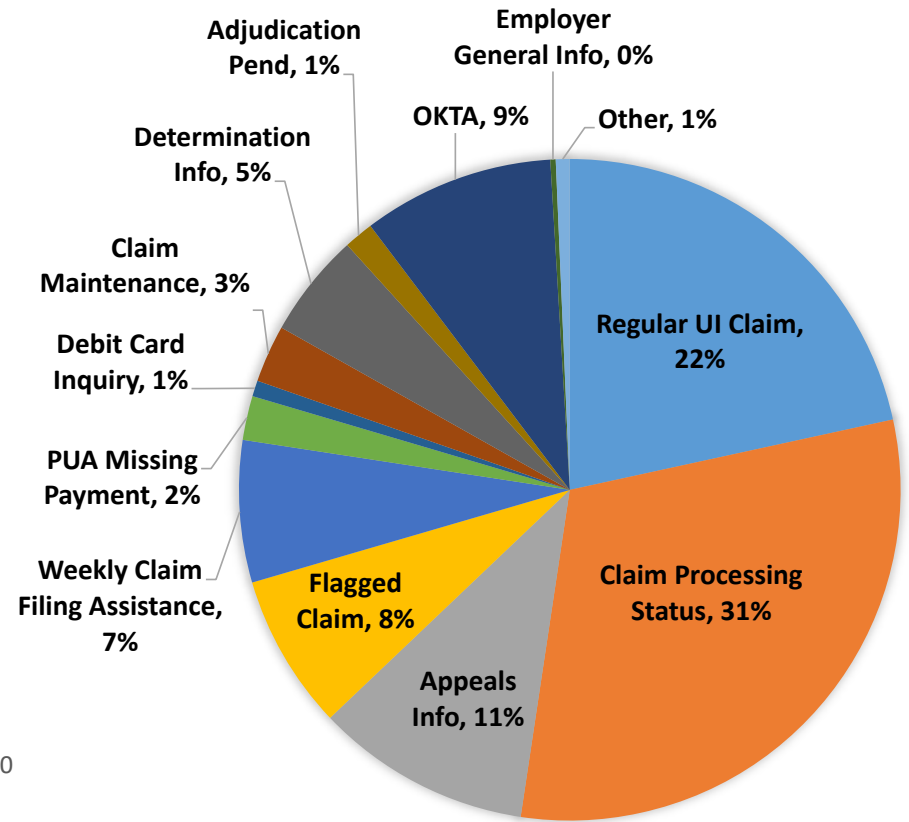
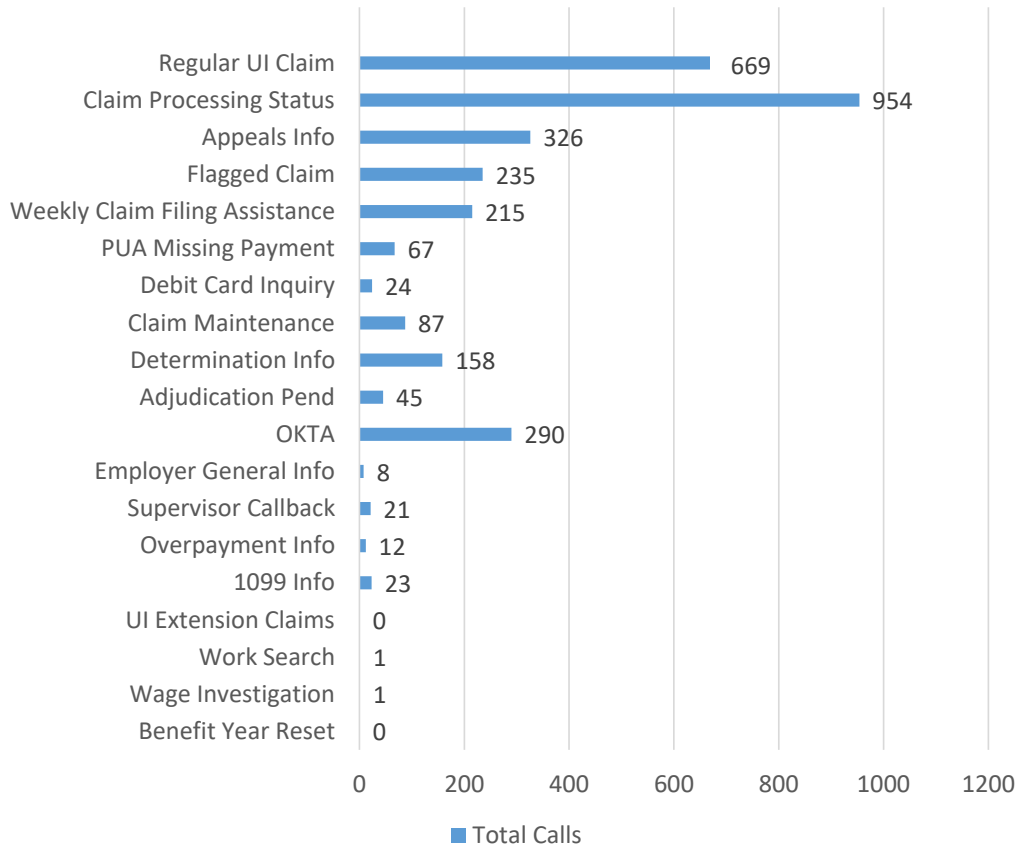


## Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>04/03/2023</b>	24:45	29%	17%
<b>04/04/2023</b>	27:22	33%	16%
<b>04/05/2023</b>	21:23	35%	13%
<b>04/06/2023</b>	19:23	38%	9%
<b>04/07/2023</b>	19:58	52%	19%

# Call Drivers

March 20, 2023 – March 24, 2023



# Surge Capacity

**KDOL**



*As of April 14, 2023*

# Shared Work



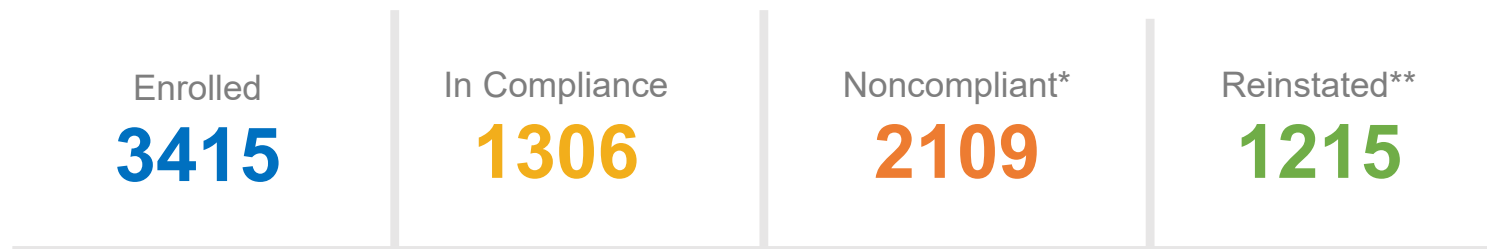
As of April 14, 2023.

*\*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 April 14, 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.*

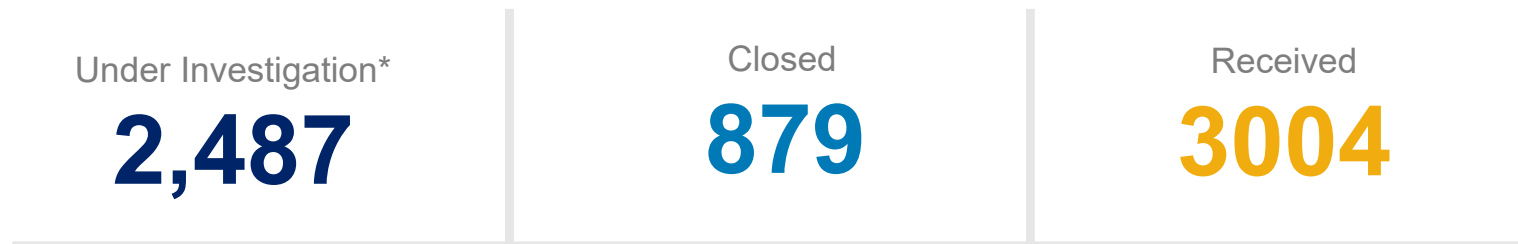
Kansas Department of Labor, Communications Division, 401 SW Topeka Blvd. Topeka, KS 66603 Phone: (785) 296-0901 Fax: (785) 296-0753 Email: [KDOL.Communications@ks.gov](mailto:KDOL.Communications@ks.gov) Web: [dol.ks.gov](http://dol.ks.gov)

# Job Refusal Determinations



As of April 14, 2023

# Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, to April 14, 2023.

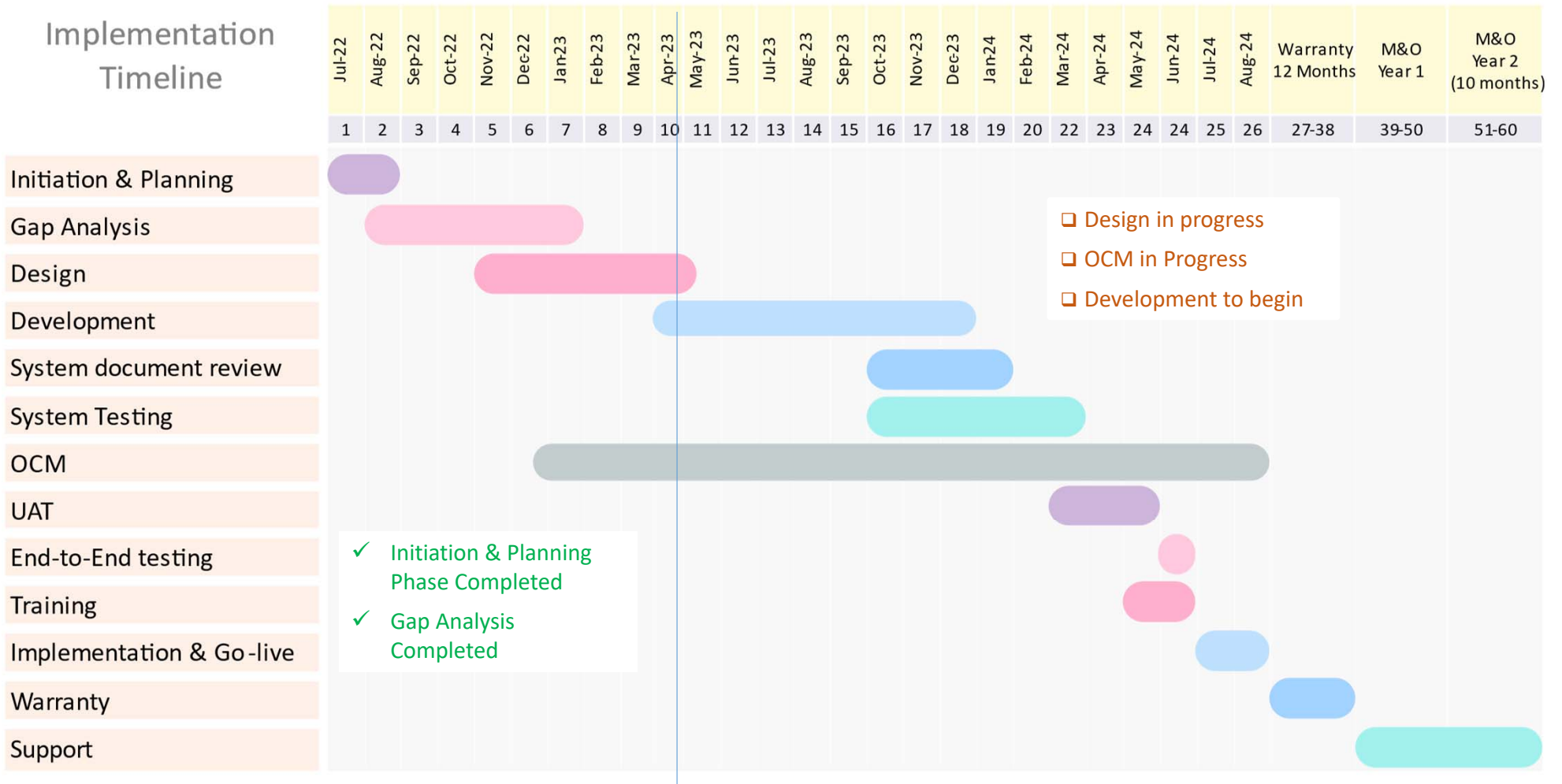
*\*These investigations are primarily non-ID verification cases such as wage fraud investigations, fraudulent documentation investigations, and investigations into potential employer fraud.*



# Status of the Modernization

- As of April 14, 2023, the agency has spent: \$6,621,781.18
- 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