



# UCMIC Report

May 17, 2023

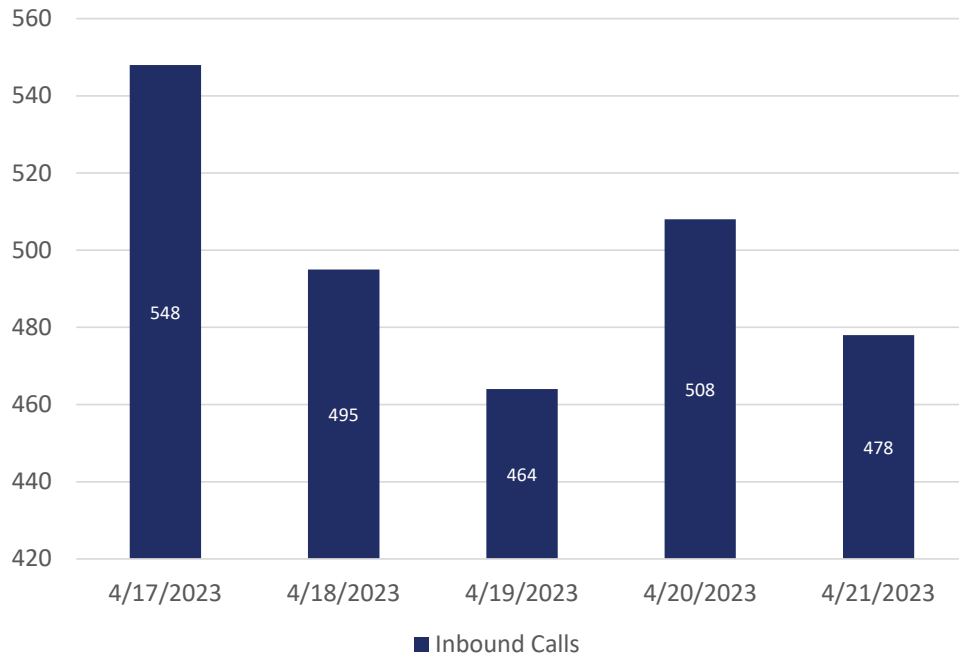
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Amber Shultz, Secretary  
Laura Kelly, Governor

# Call Center Performance Metrics

## Call Volume

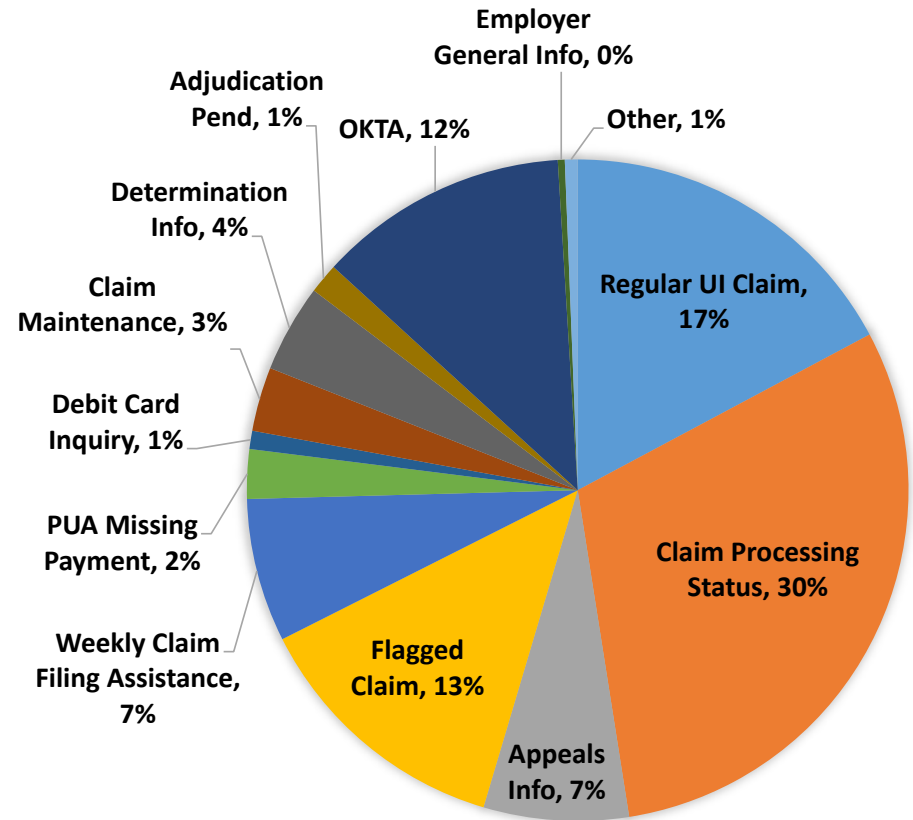
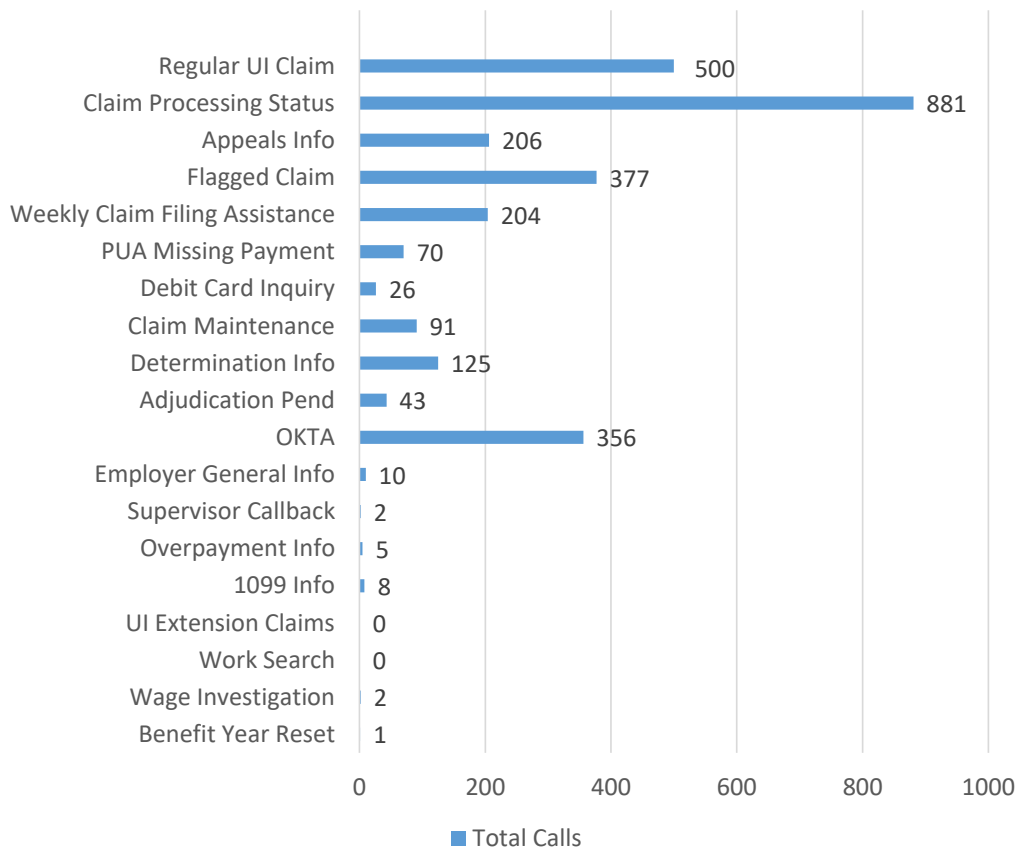


## Call Metrics

|                   | Average Speed to Answer | Unique Callers Helped | Calls Abandoned |
|-------------------|-------------------------|-----------------------|-----------------|
| <b>04/17/2023</b> | 27:56                   | 26%                   | 23%             |
| <b>04/18/2023</b> | 17:39                   | 34%                   | 12%             |
| <b>04/19/2023</b> | 23:40                   | 33%                   | 19%             |
| <b>04/20/2023</b> | 28:27                   | 38%                   | 18%             |
| <b>04/21/2023</b> | 24:43                   | 40%                   | 20%             |

# Call Drivers

April 17, 2023 – April 21, 2023



# Surge Capacity

**KDOL**



*As of April 28, 2023*

# Shared Work



As of April 28, 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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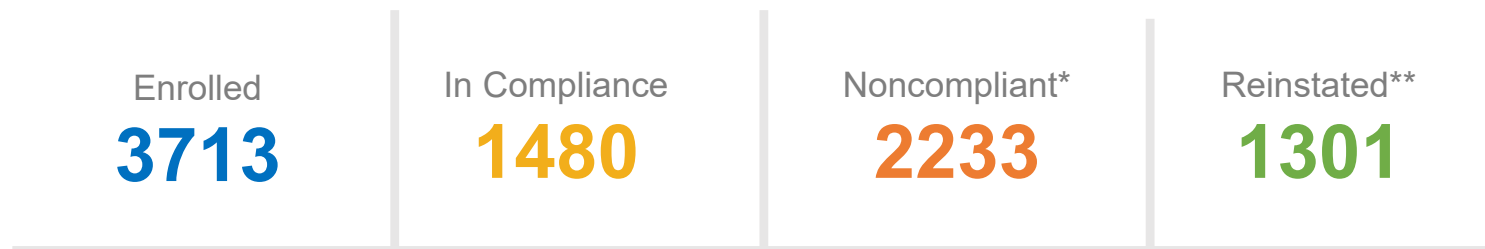
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# My Reemployment Plan

## Cumulative 2023 Totals



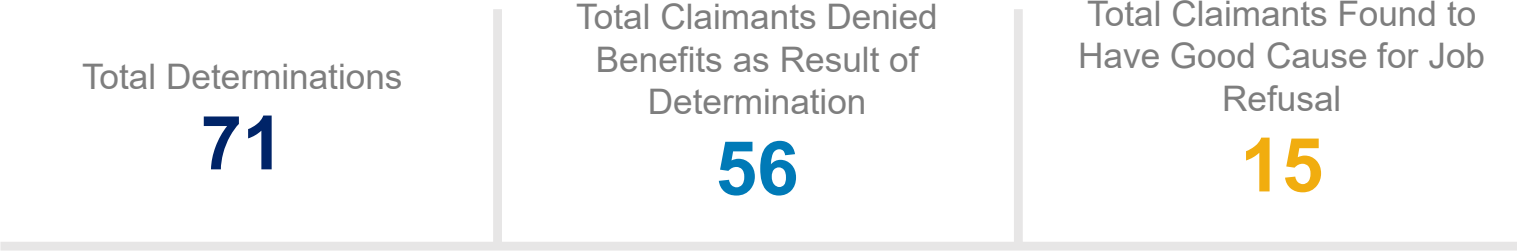
As of April 28, 2023.

*\*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.*

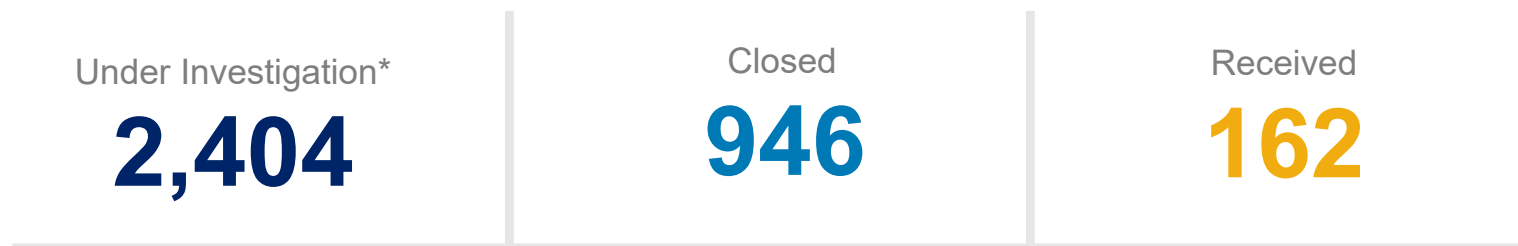
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# Job Refusal Determinations



As of April 28, 2023

# Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, to April 28, 2023.

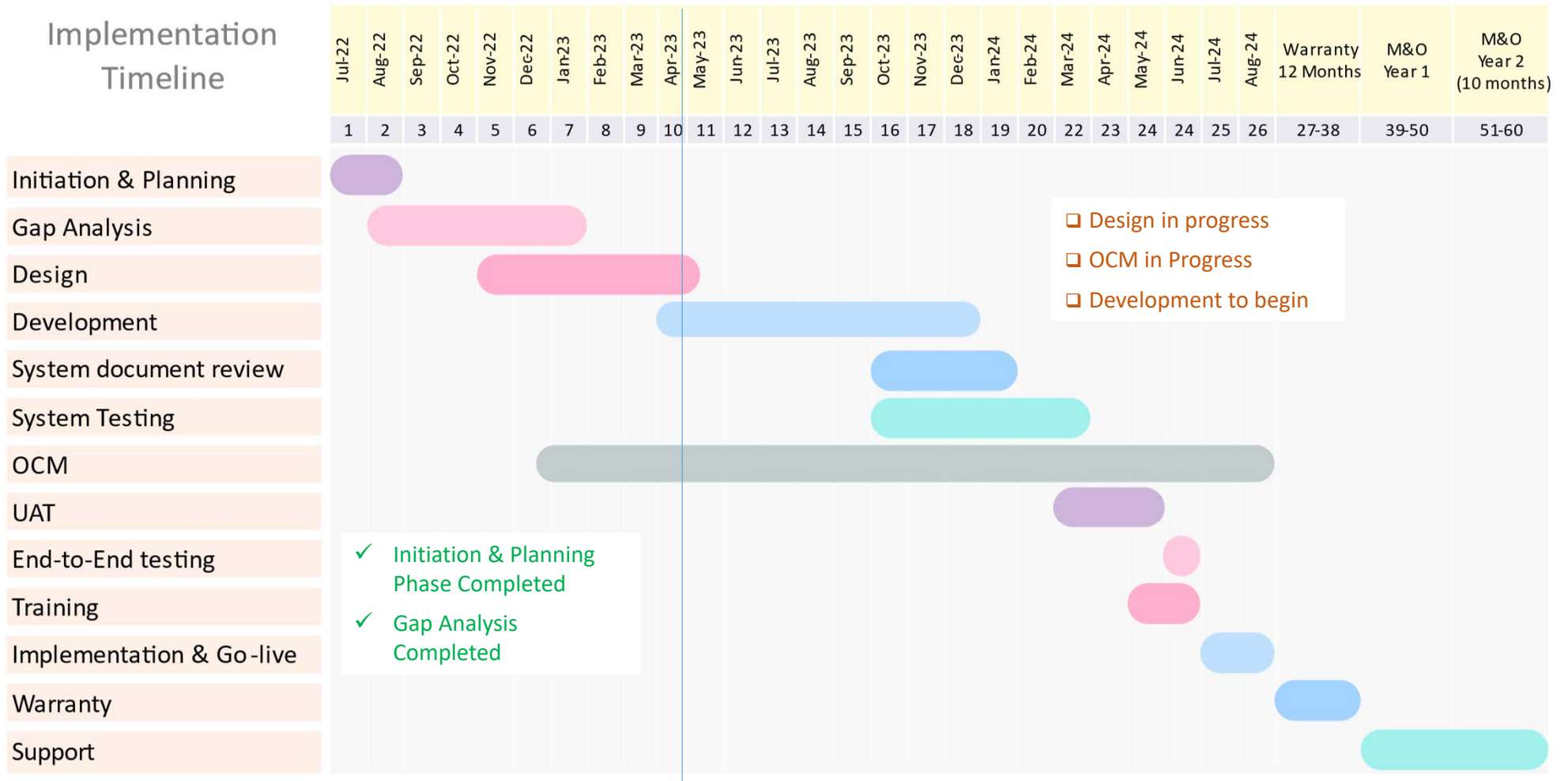
*\*These investigations are primarily non-ID verification cases such as wage fraud investigations, fraudulent documentation investigations, and investigations into potential employer fraud.*



# Status of the Modernization

- As of April 28, 2023, the agency has spent: \$6,683,362.82
- 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