



UCMIC Report

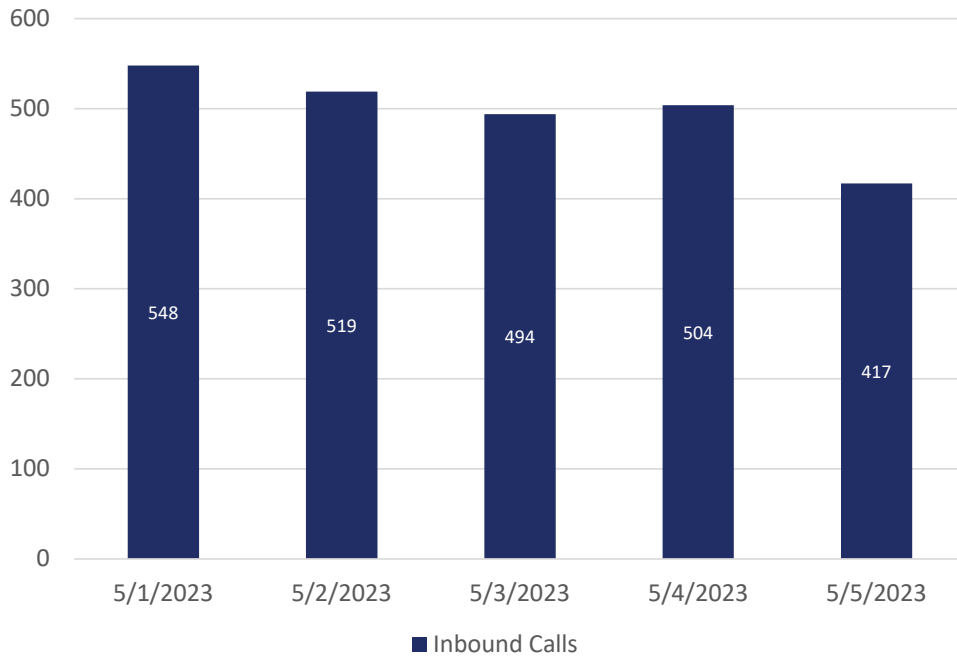
May 31, 2023

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

Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

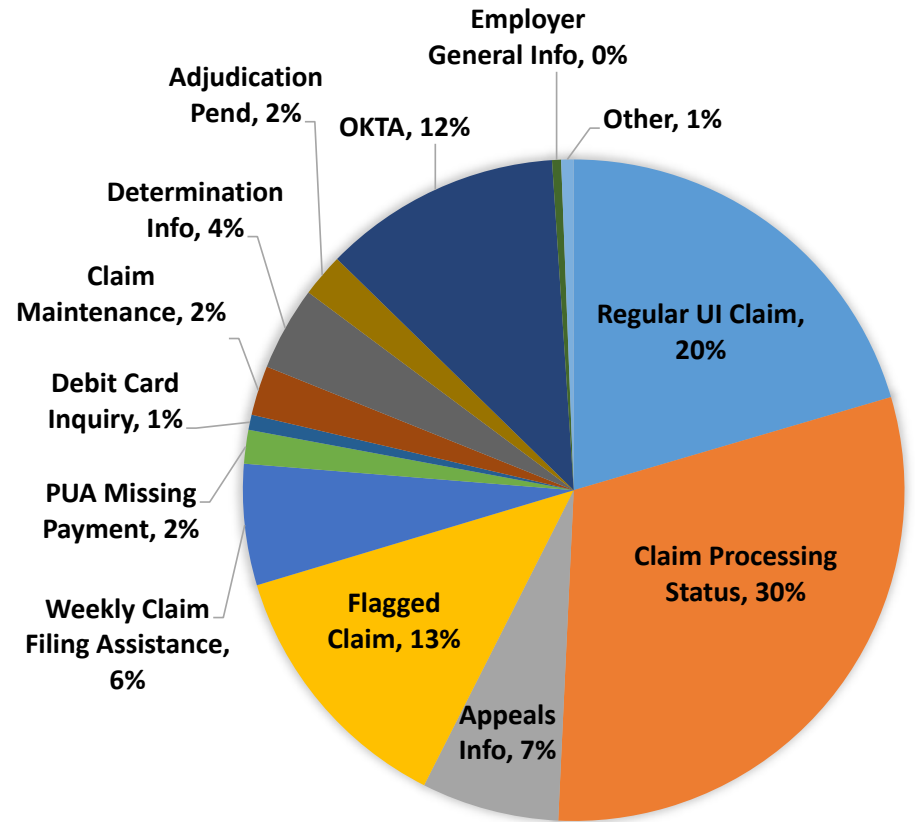
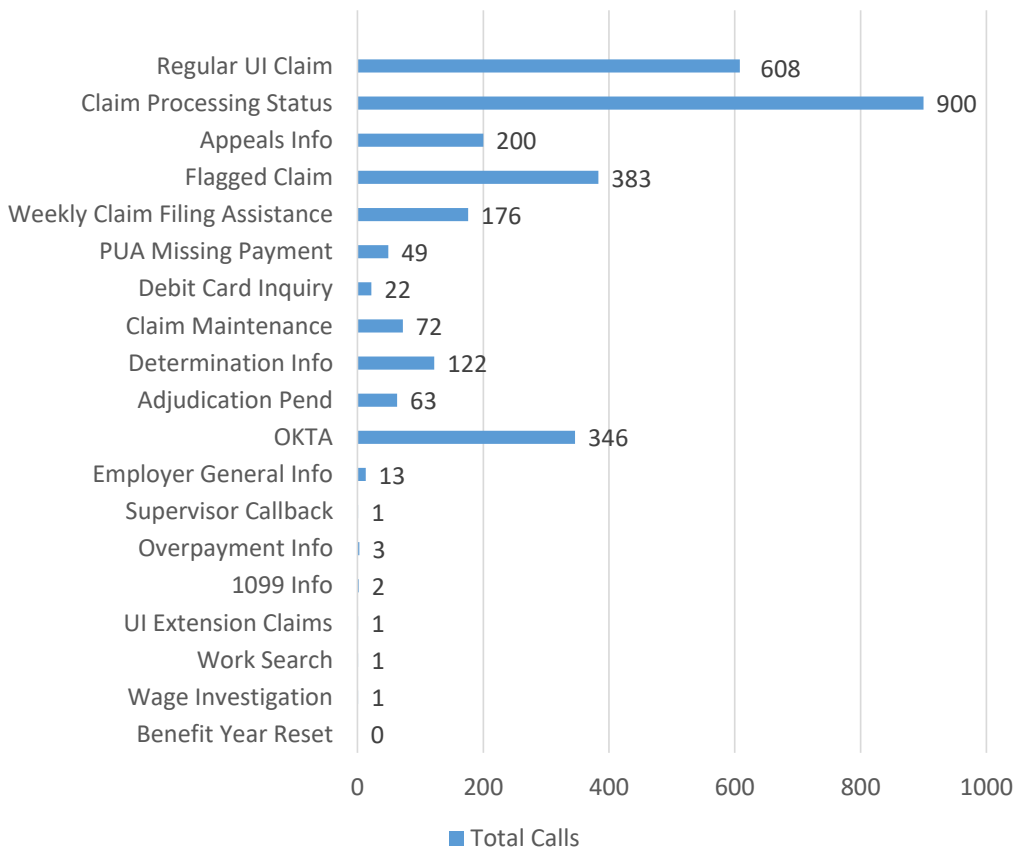


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
05/01/2023	25:49	29%	17%
05/02/2023	22:24	37%	17%
05/03/2023	27:02	40%	15%
05/04/2023	21:18	44%	16%
05/05/2023	26:46	38%	21%

Call Drivers

May 1, 2023 – May 5, 2023



Surge Capacity

KDOL



As of May 12, 2023

Shared Work



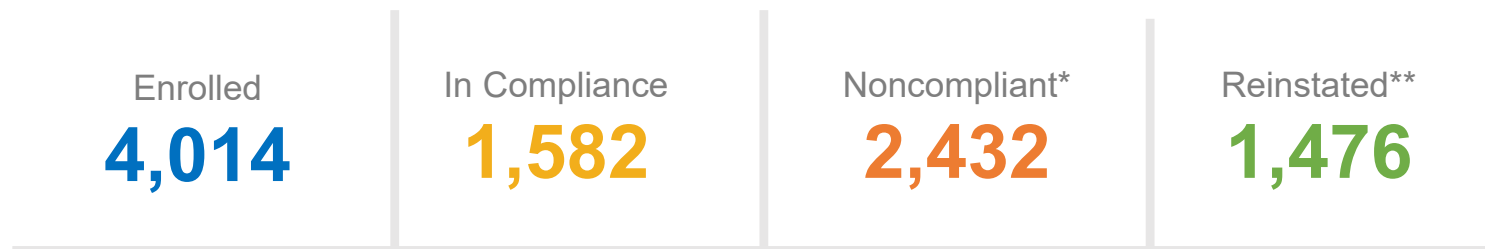
As of May 12, 2023.

**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 May 12, 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 May 12, 2023

Fraud Case Status



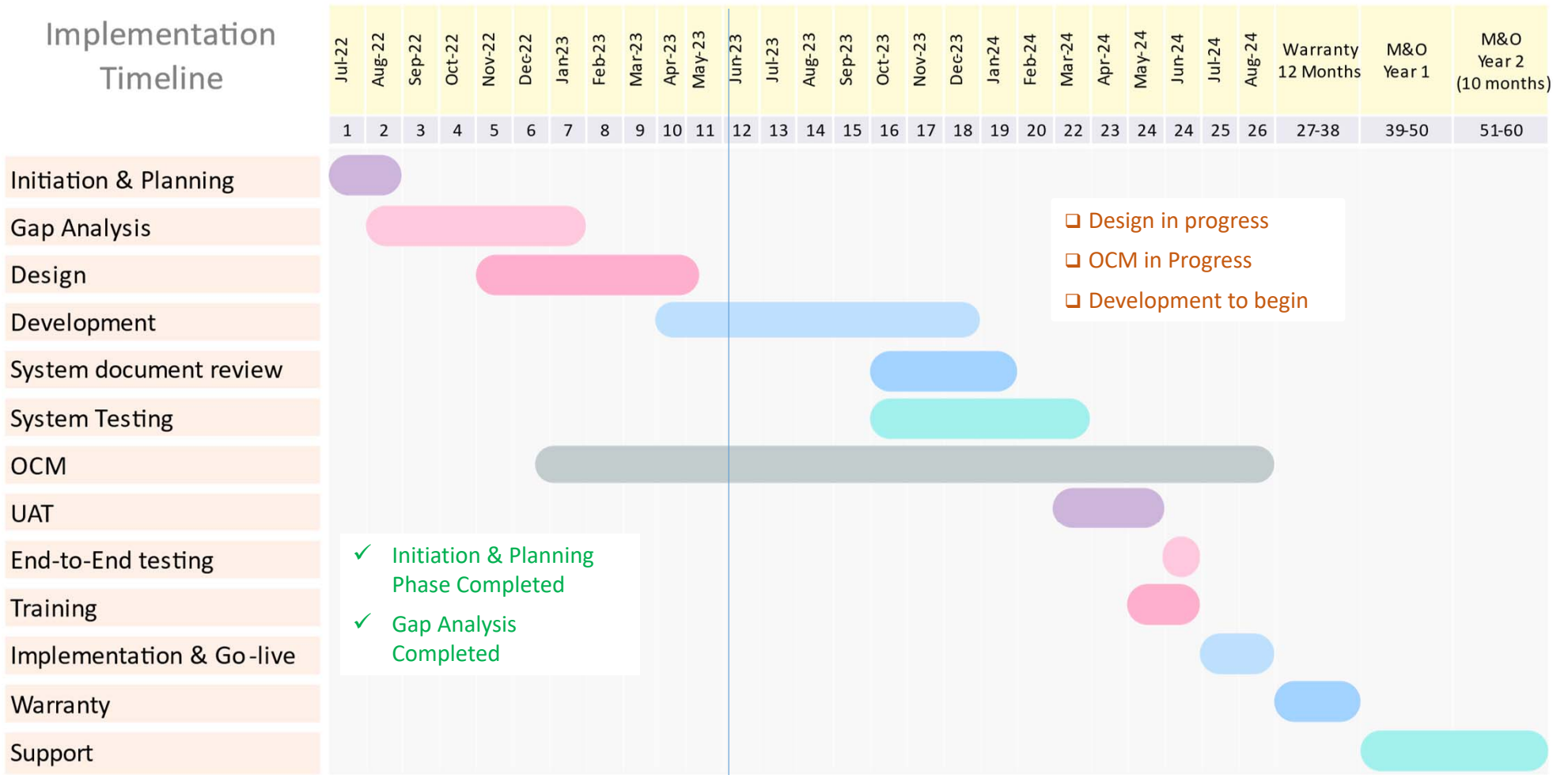
Status breakdown from fraud cases received from September 1, 2021, to May 12, 2023.

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

Status of Modernization

- As of May 12, 2023, the agency has spent: \$6,724,583.44
- Application design for Tax Iteration 3 submitted for approval
- Application design for Benefits Iteration 2 and 3 in progress
- Data migration mapping documents for Benefits iteration 3 approved
- Data migration mapping documents for Tax iteration 3 approved
- Development in progress for Tax Iteration 1
- Data migration development for Benefits Iteration 1 in progress
- Data migration development for Tax Iteration 1 in progress

Program Timeline



Current & Upcoming Activities

- Application design for Benefits Iteration 2 - Due 5/24
- Development in progress for Tax Iteration 1 – Due 7/27
- Data migration development for Benefits Iteration 1 – Due 6/16
- Data migration development for Tax Iteration 1 – Due 6/16