



UCMIC Report

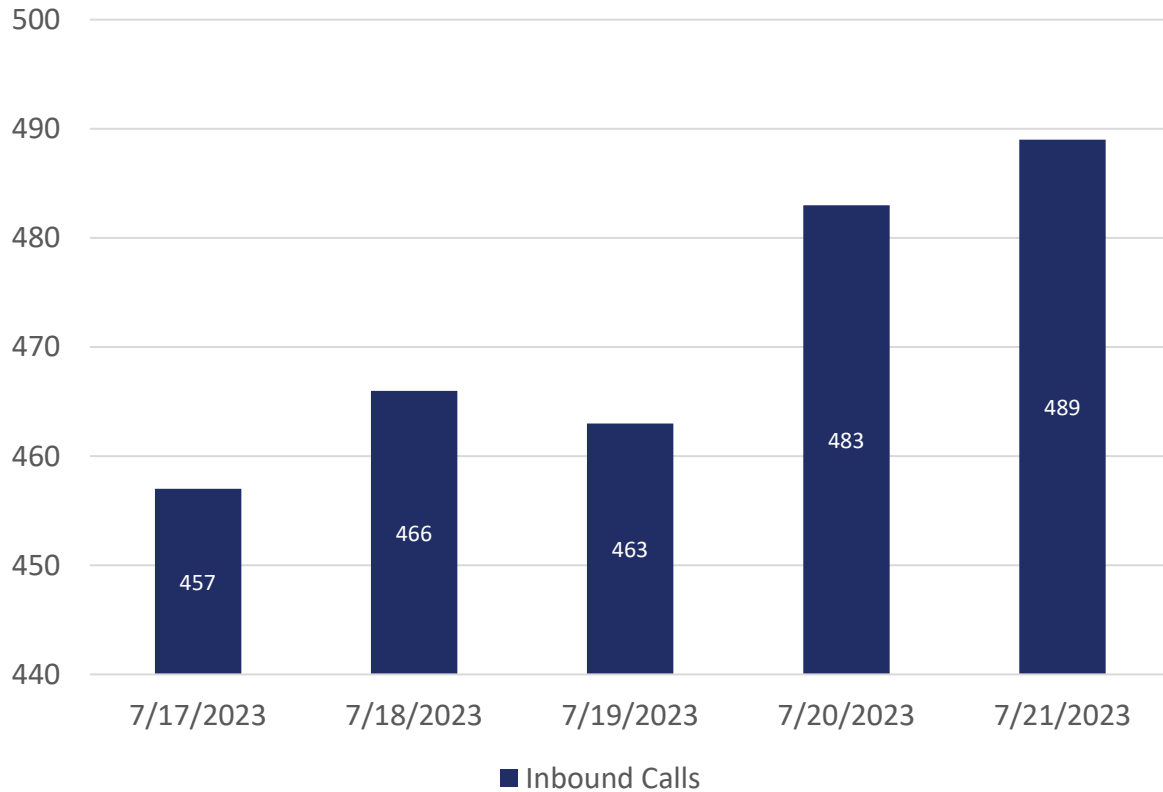
July 30, 2023

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

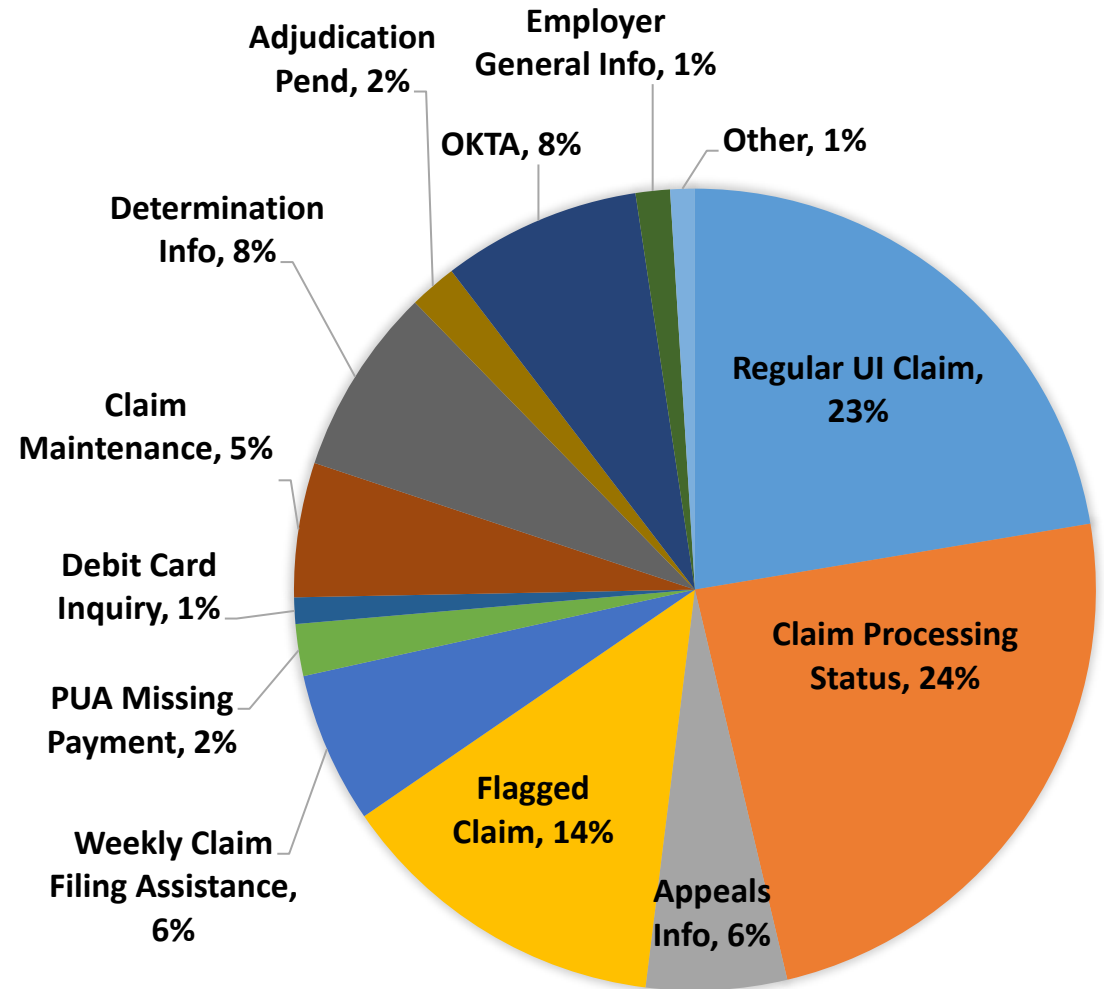
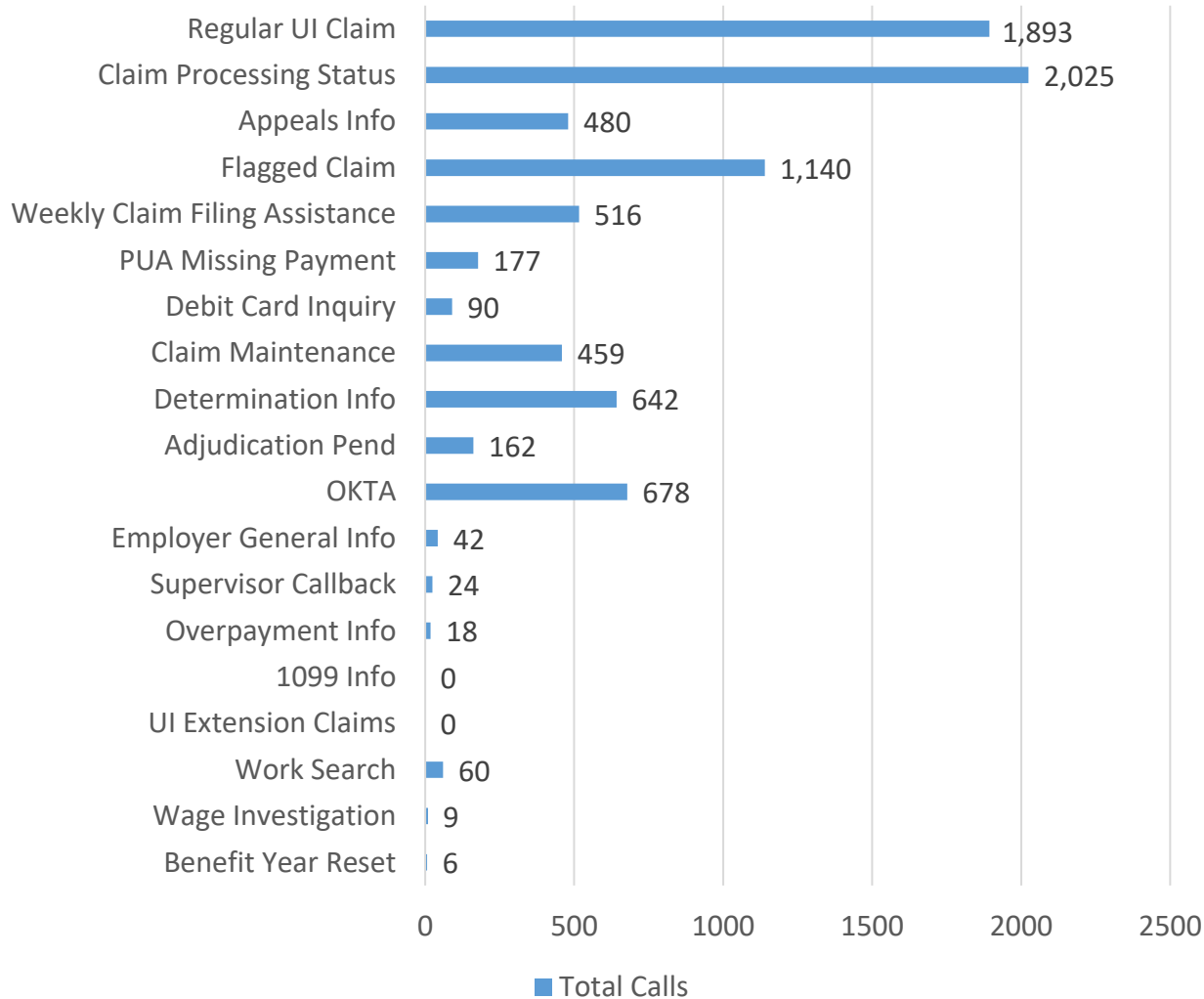


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
7/17/2023	32:11	20%	20%
7/18/2023	25:21	28%	12%
7/19/2023	20:40	32%	14%
7/20/2023	24:35	38%	13%
7/21/2023	20:14	40%	18%

Call Drivers

July 17, 2023 – July 21, 2023



Surge Capacity

KDOL



As of July 21, 2023

Shared Work

Total Plans in Effect

92

Total Employers Enrolled*

67

Total Employees**

4,338

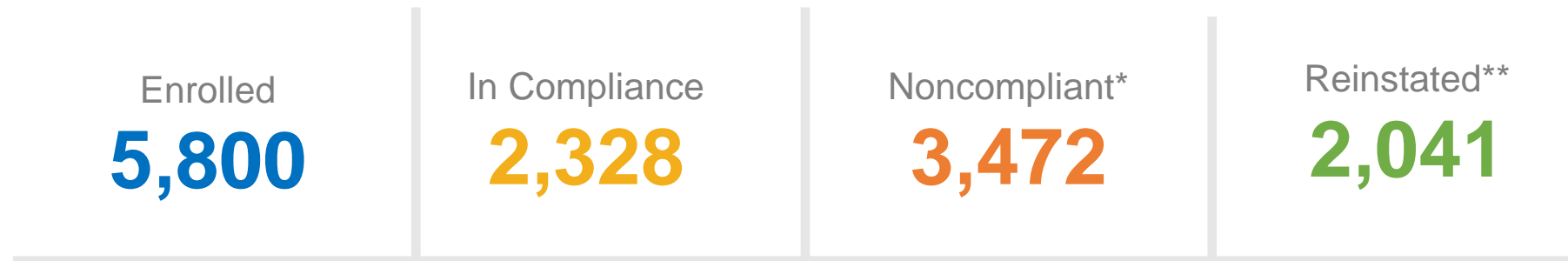
As of July 21, 2023.

**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 July 21, 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.

Job Refusal Determinations



As of July 21, 2023

Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, to July 21, 2023.

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

The following disruptions were reported in July:

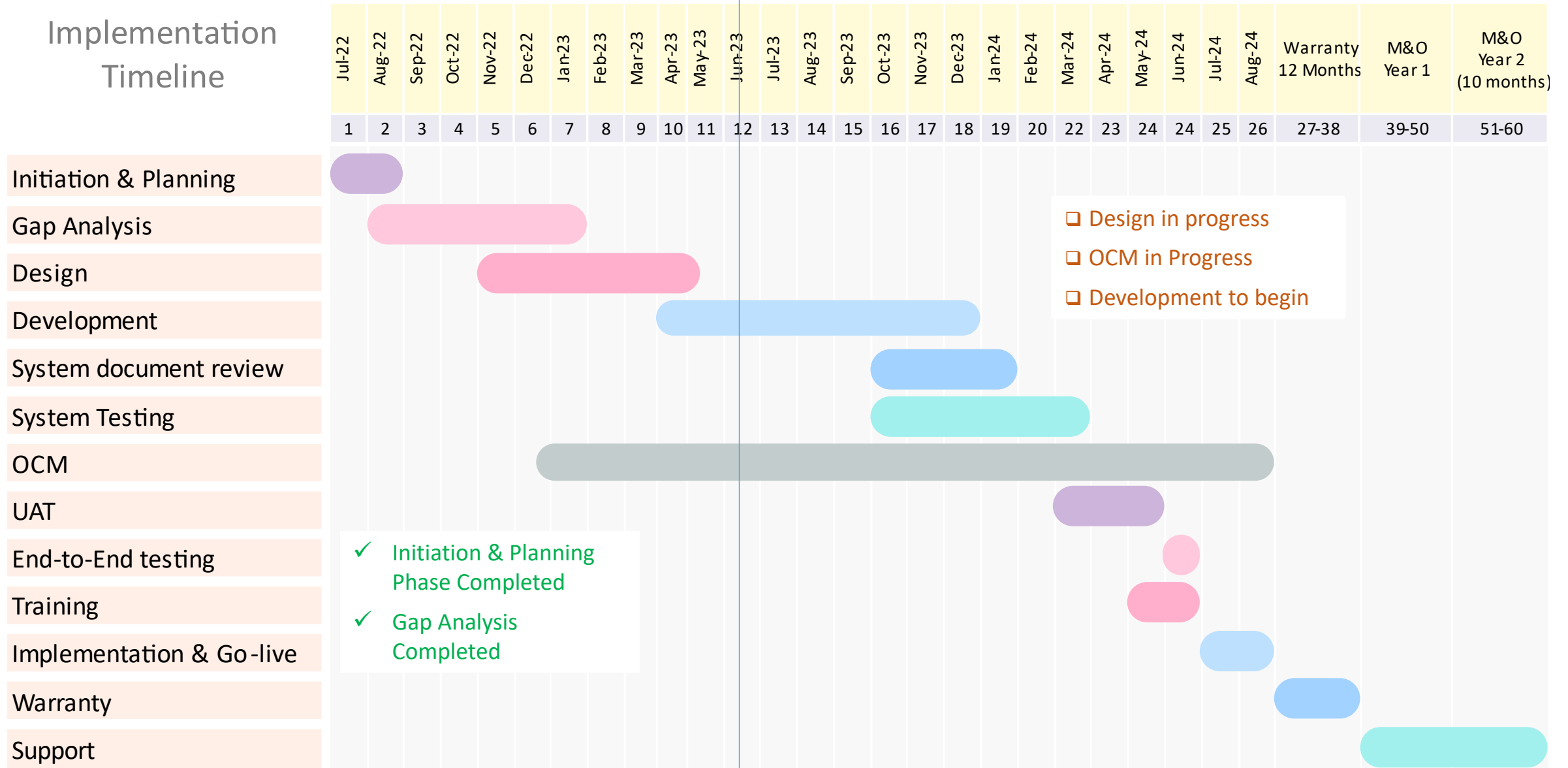
- July 14 , due to severe storms and widespread power outages in Topeka, the UI Contact Center building and all other KDOL Topeka buildings lost power around 2:30pm through the end of business. Only one Intake Supervisor was able to connect from home up until 4pm. The supervisor answered calls to clear queues by retrieving a call back number from the caller to have agents make an outbound call on the next succeeding day of business. Incoming calls were disrupted from 2:30pm through the remainder of the business day.
- July 18th, at around 12:55pm until 1:50pm, the UI call center building lost power for an unspecified reason. After 30 minutes without power a portion of staff remained at Eastman to continue clearing the queues, a portion were sent home to take calls, and another portion of agents were relocated to another KDOL location to get setup to take calls within 30 minutes of departure from the Contact Center. Incoming calls were disrupted from 1:00pm until 2:10pm.

Status of Modernization

- As of June 9, 2023, the agency has spent: \$8,072,857.80
- 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

Implementation 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