



UCMIC Report

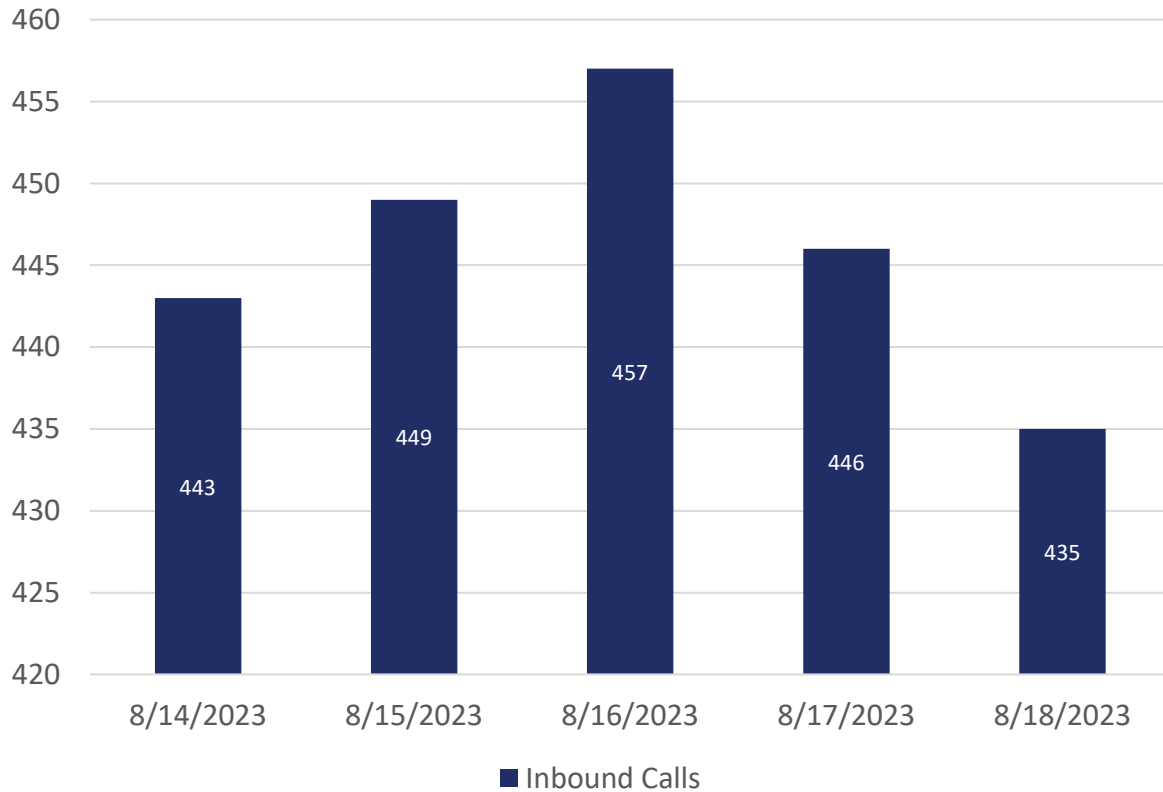
August 30, 2023

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

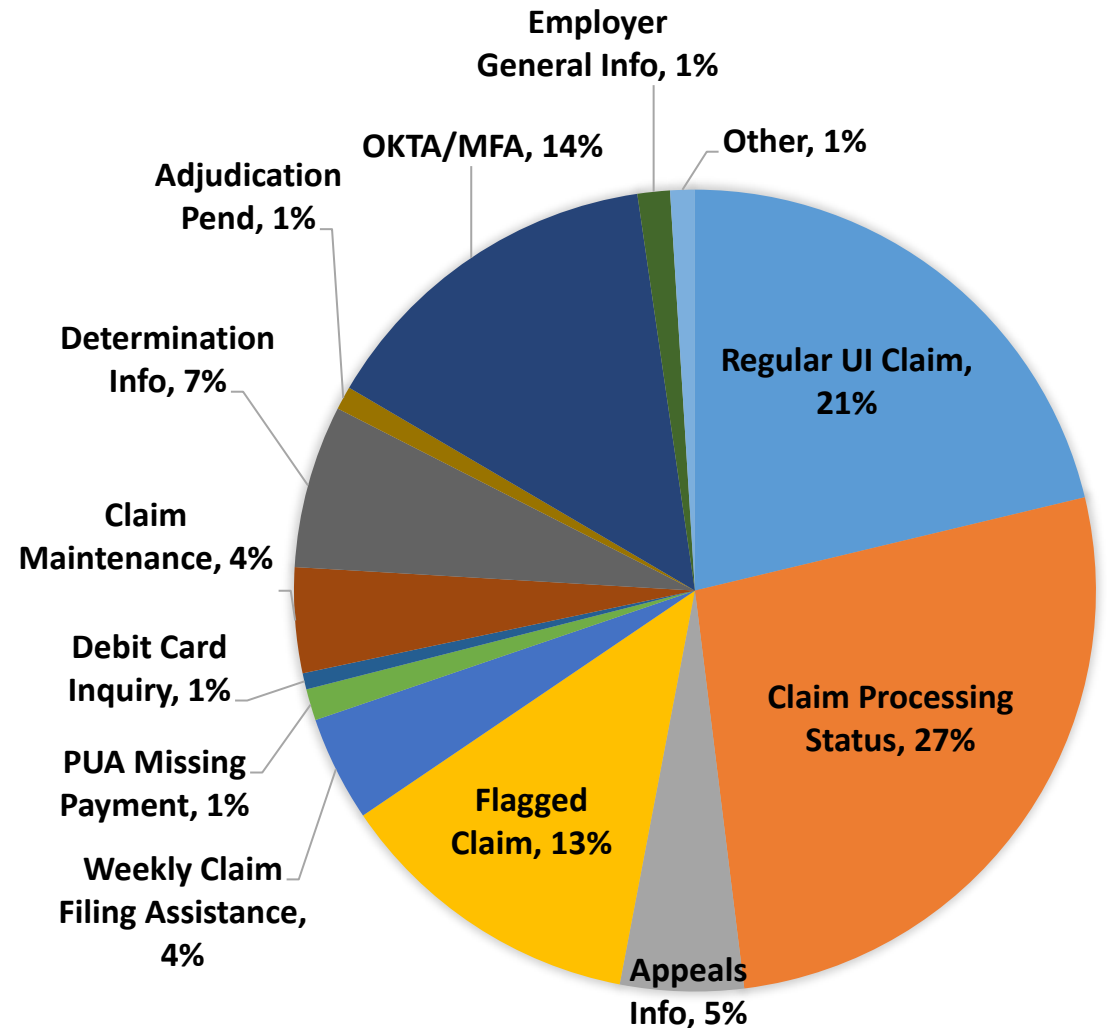
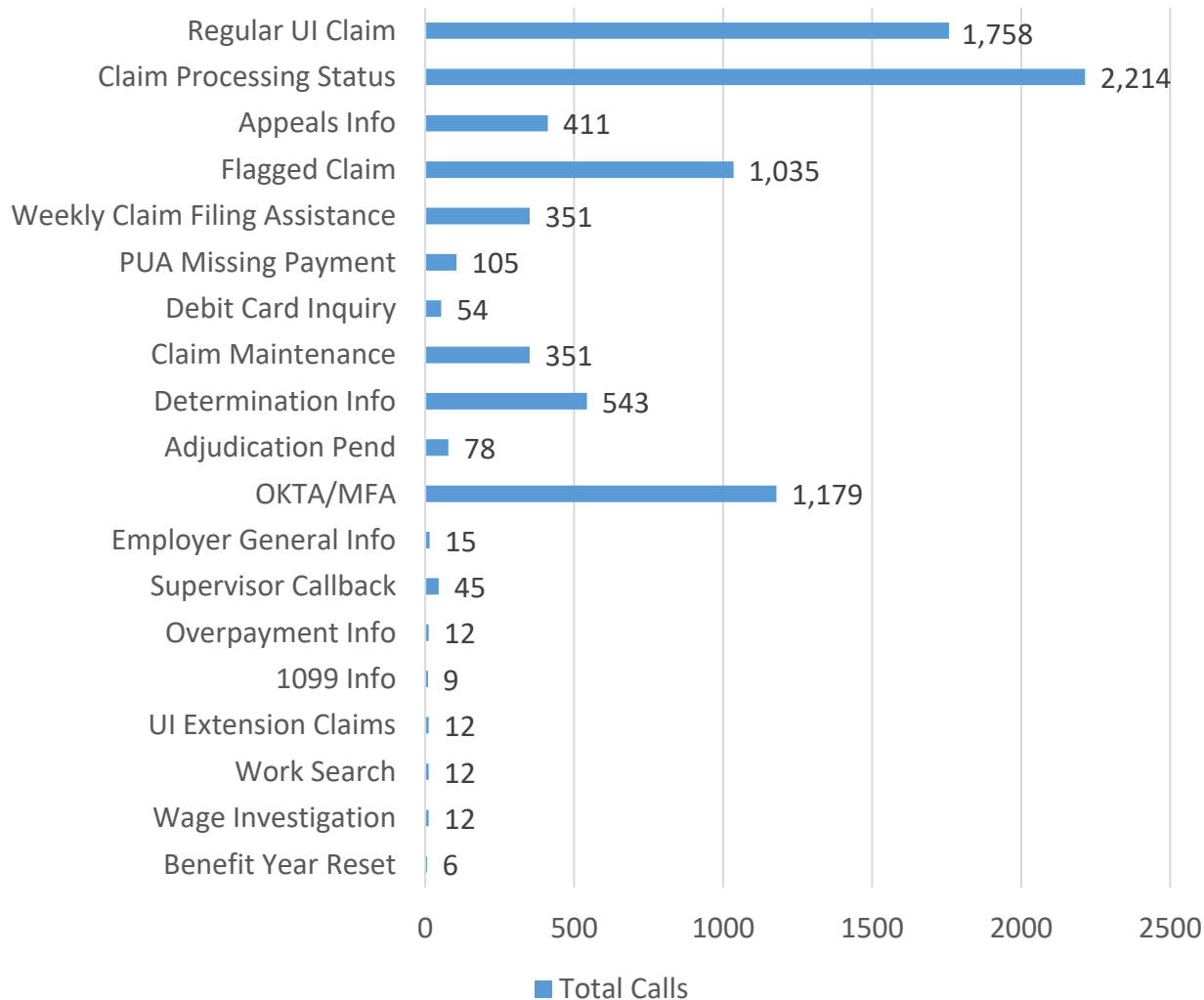


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
8/14/2023	27:01	25%	18%
8/15/2023	17:37	38%	16%
8/16/2023	20:27	35%	16%
8/17/2023	20:36	36%	18%
8/18/2023	15:47	40%	17%

Call Drivers

August 14, 2023 – August 18, 2023



Surge Capacity

KDOL



As of August 18, 2023

Shared Work

Total Plans in Effect

95

Total Employers Enrolled*

67

Total Employees**

4,244

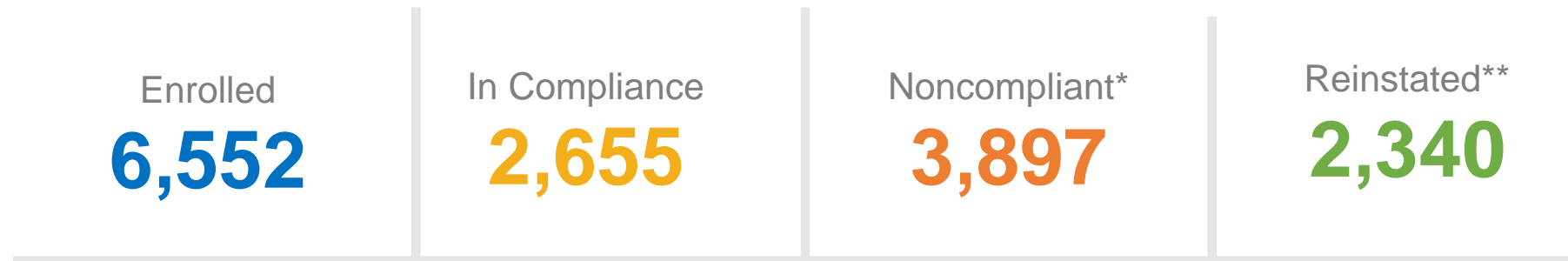
As of August 18, 2023.

**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 August 18, 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 August 18, 2023

Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, to August 18th, 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 August:

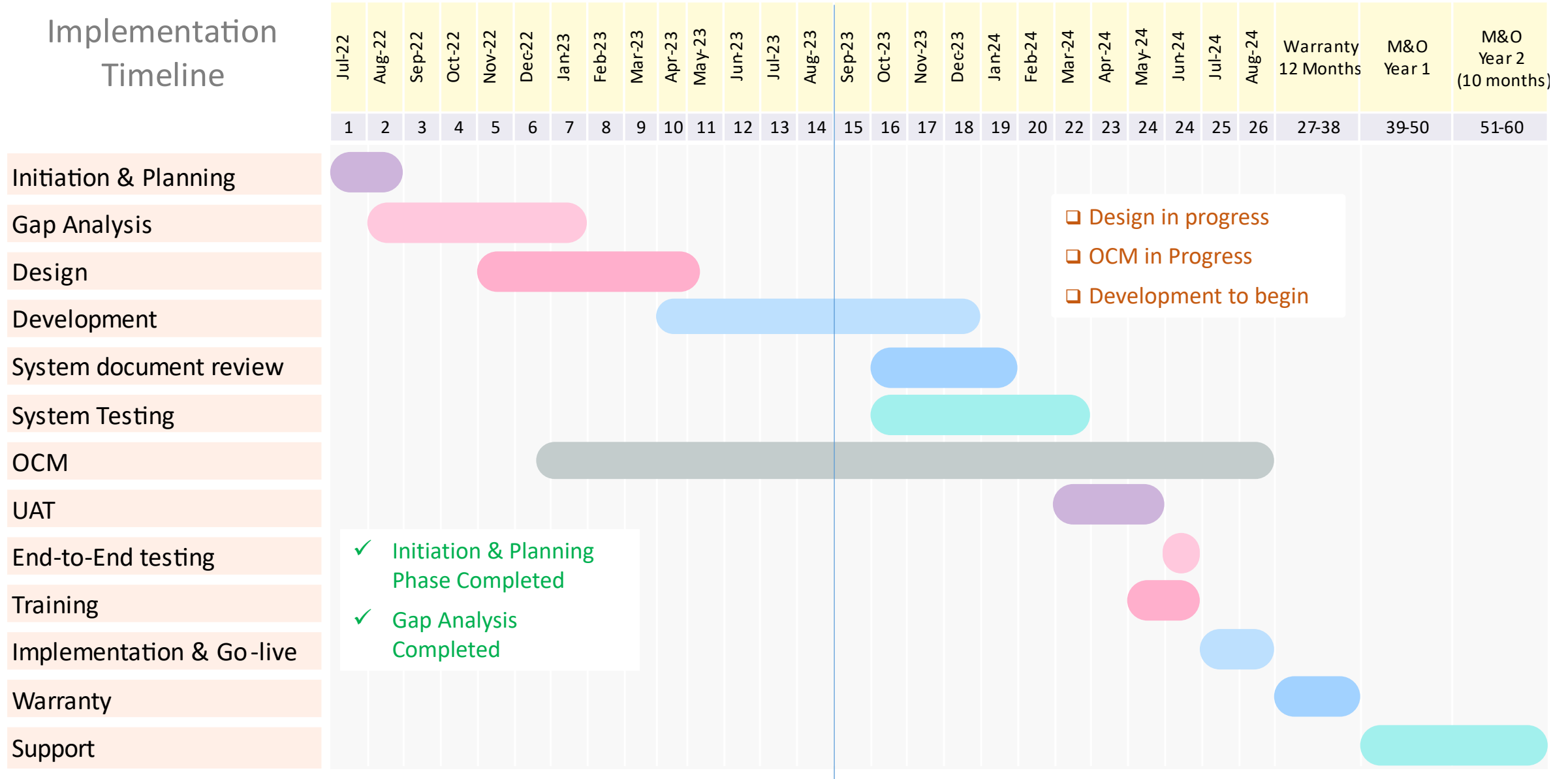
- No disruptions to report.

Status of Modernization

- As of August 16, 2023, the agency has spent: \$9,423,059.84
- Application Design iterations 1 & 2 complete and 3 in process
- Tax iteration 1 & 2 complete
- Benefits iteration 1 complete and 2 in process
- Application Development iteration 1 in process
- Change Control Board (CCB) held its first meeting in July
- AWS hosting environment in the process of being set up

Program Timeline

Implementation Timeline



Current & Upcoming Activities

- Completion of iteration 3 Benefits Database Design – Due 8/31
- Benefits iteration 2 Data Migration Development- Due 8//31
- Tax iteration 1 Application Development- Due 8/31
- Benefits iteration 1 Application Development – Due 9/30