



# UCMIC Report

September 15, 2023

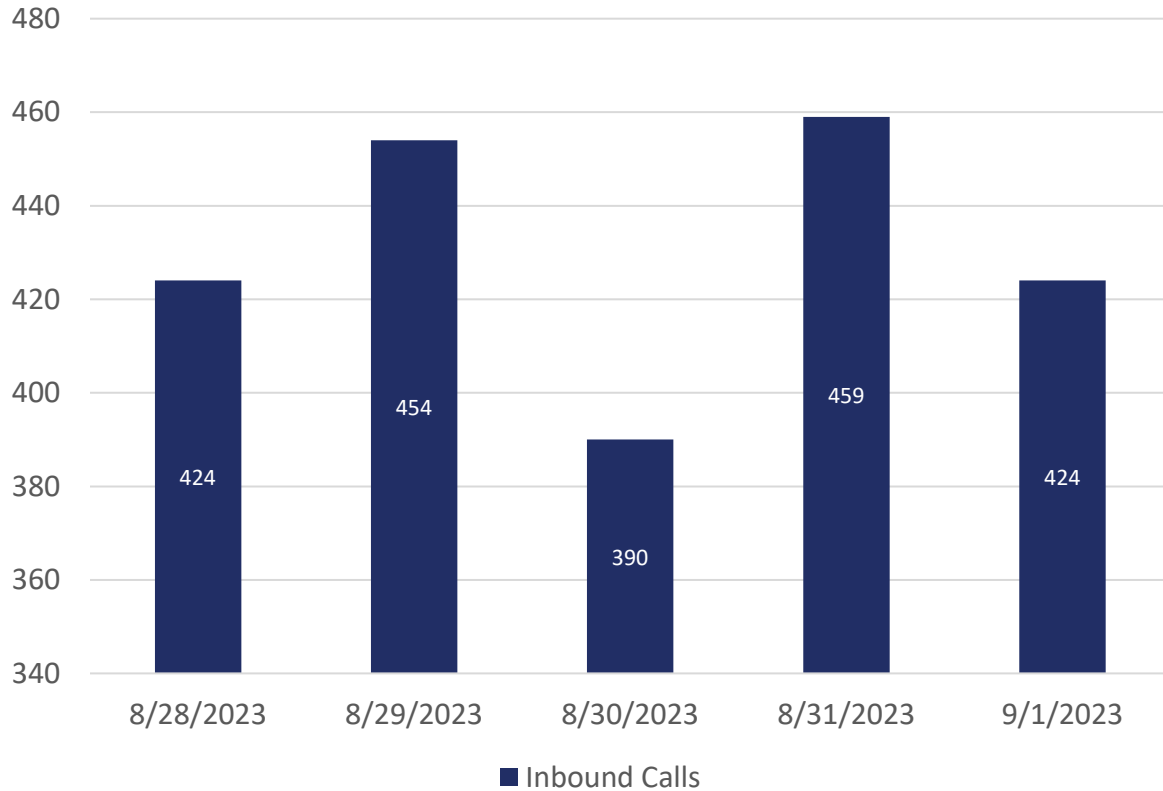
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Amber Shultz, Secretary  
Laura Kelly, Governor

# Call Center Performance Metrics

## Call Volume

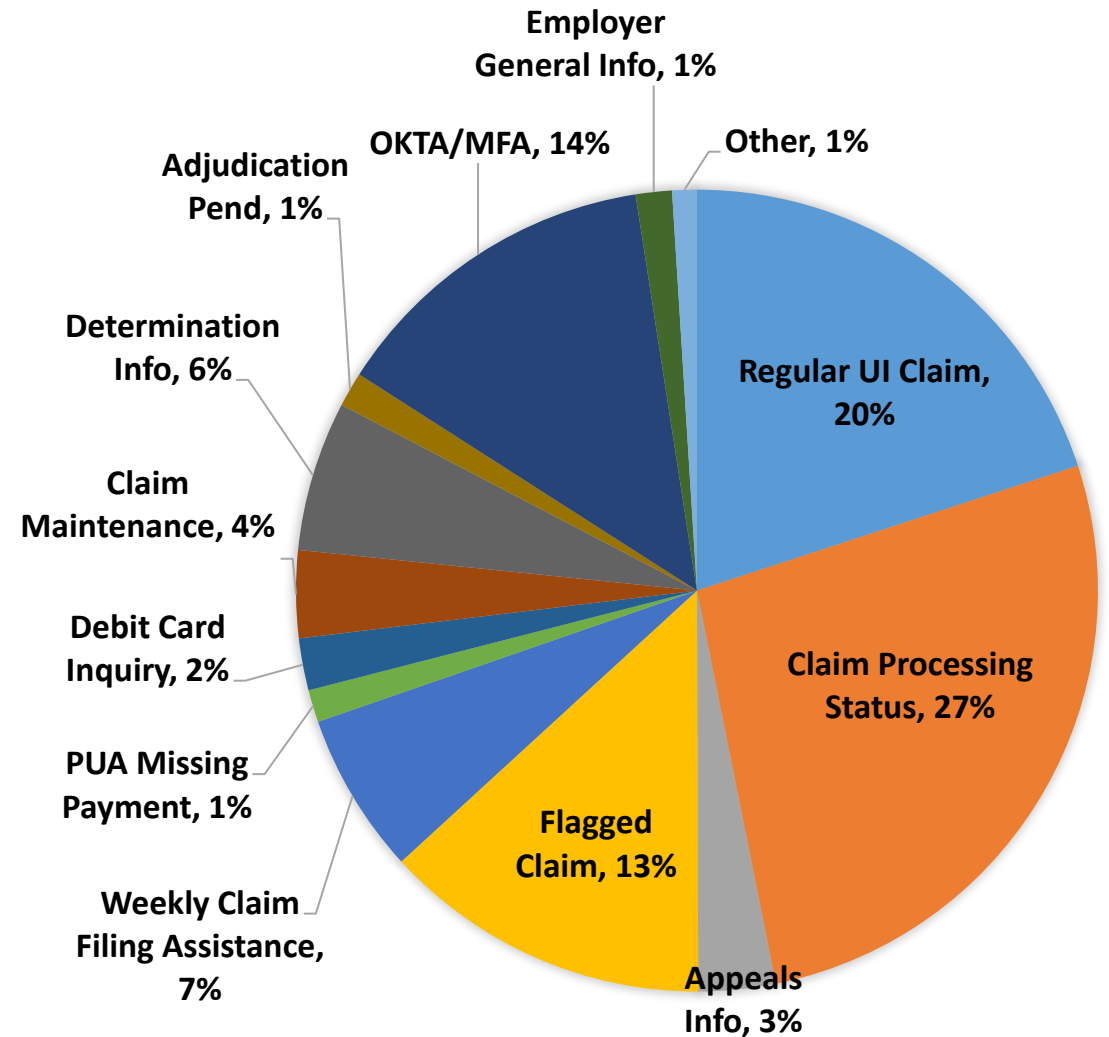
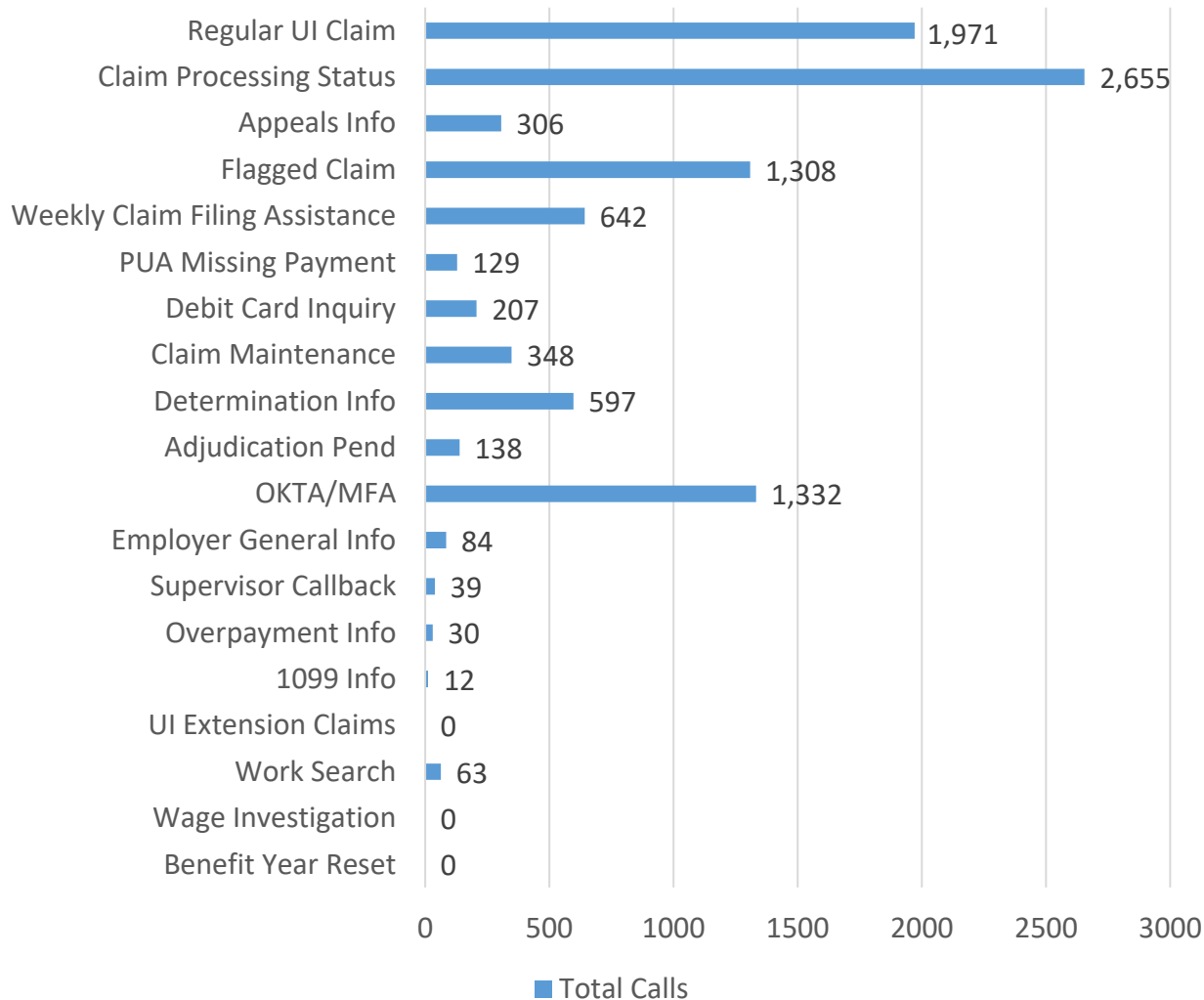


## Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>8/28/2023</b>	27.44	24%	21%
<b>8/29/2023</b>	18.06	34%	15%
<b>8/30/2023</b>	28.11	32%	17%
<b>8/31/2023</b>	20.55	45%	14%
<b>9/1/2023</b>	19.33	45%	16%

# Call Drivers

August 28, 2023 – September 1, 2023



# Surge Capacity

## KDOL



*As of September 1, 2023*

# Shared Work

Total Plans in Effect

**99**

Total Employers Enrolled\*

**69**

Total Employees\*\*

**4,288**

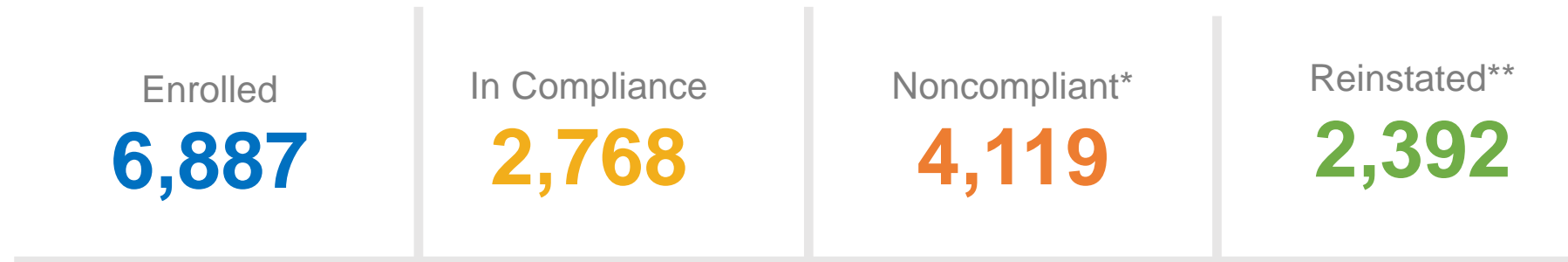
*As of September 1, 2023.*

*\*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 September 1, 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 September 1, 2023*

# Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, to September 8th, 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:

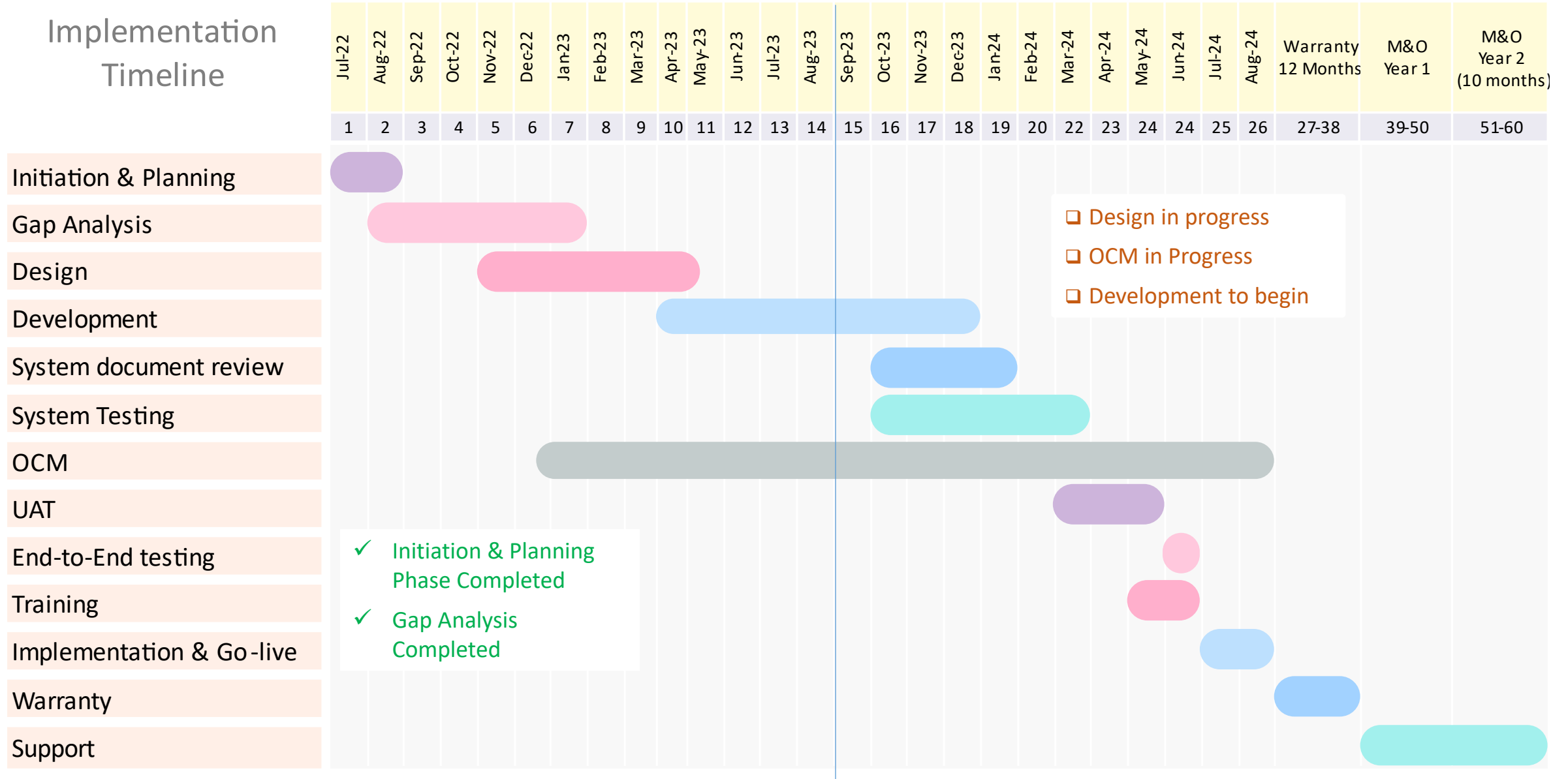
- No disruptions to report.

# Status of Modernization

- As of September 1, 2023, the agency has spent: \$9,415,652.87
- 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 1-3 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