



UCMIC Report

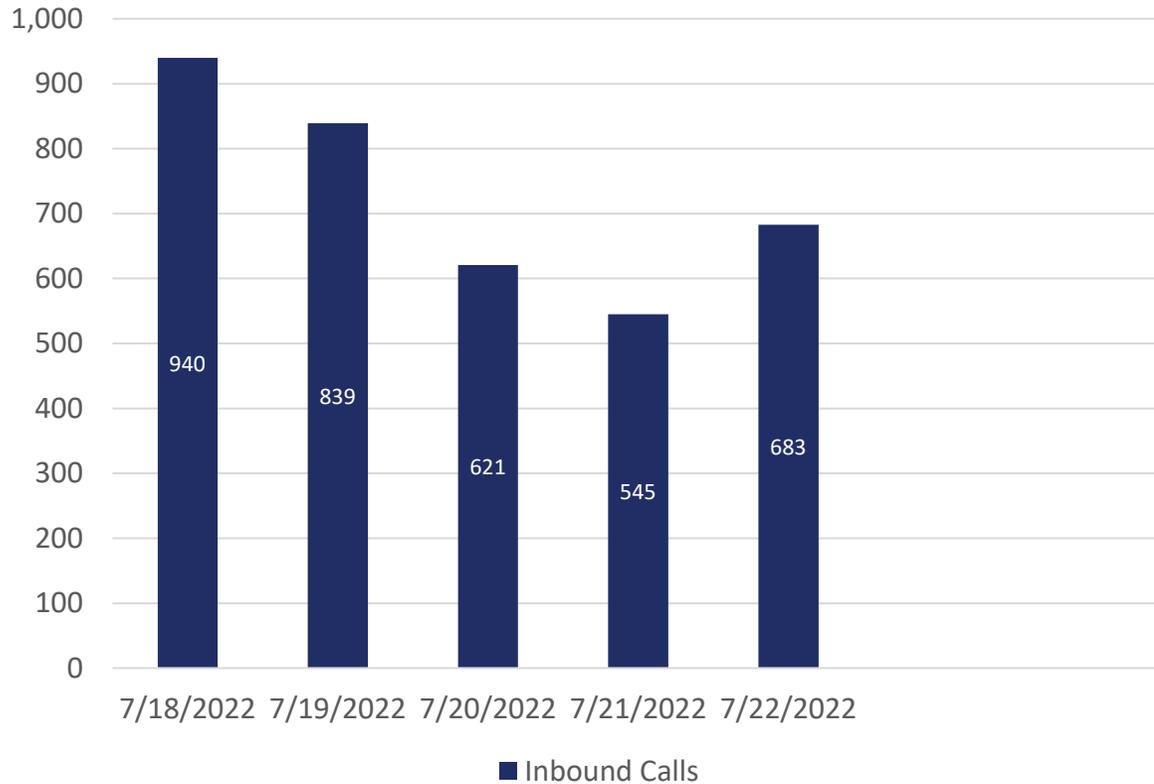
July 31, 2022

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

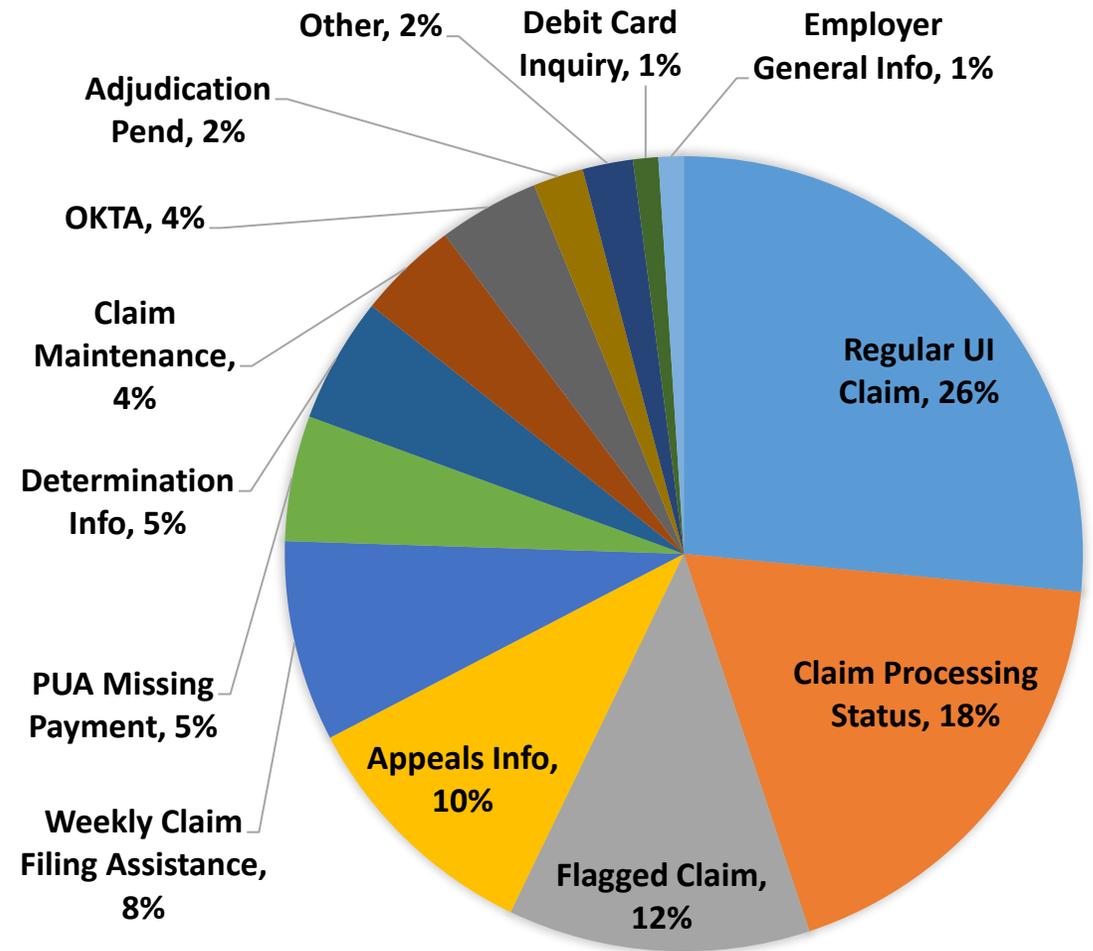
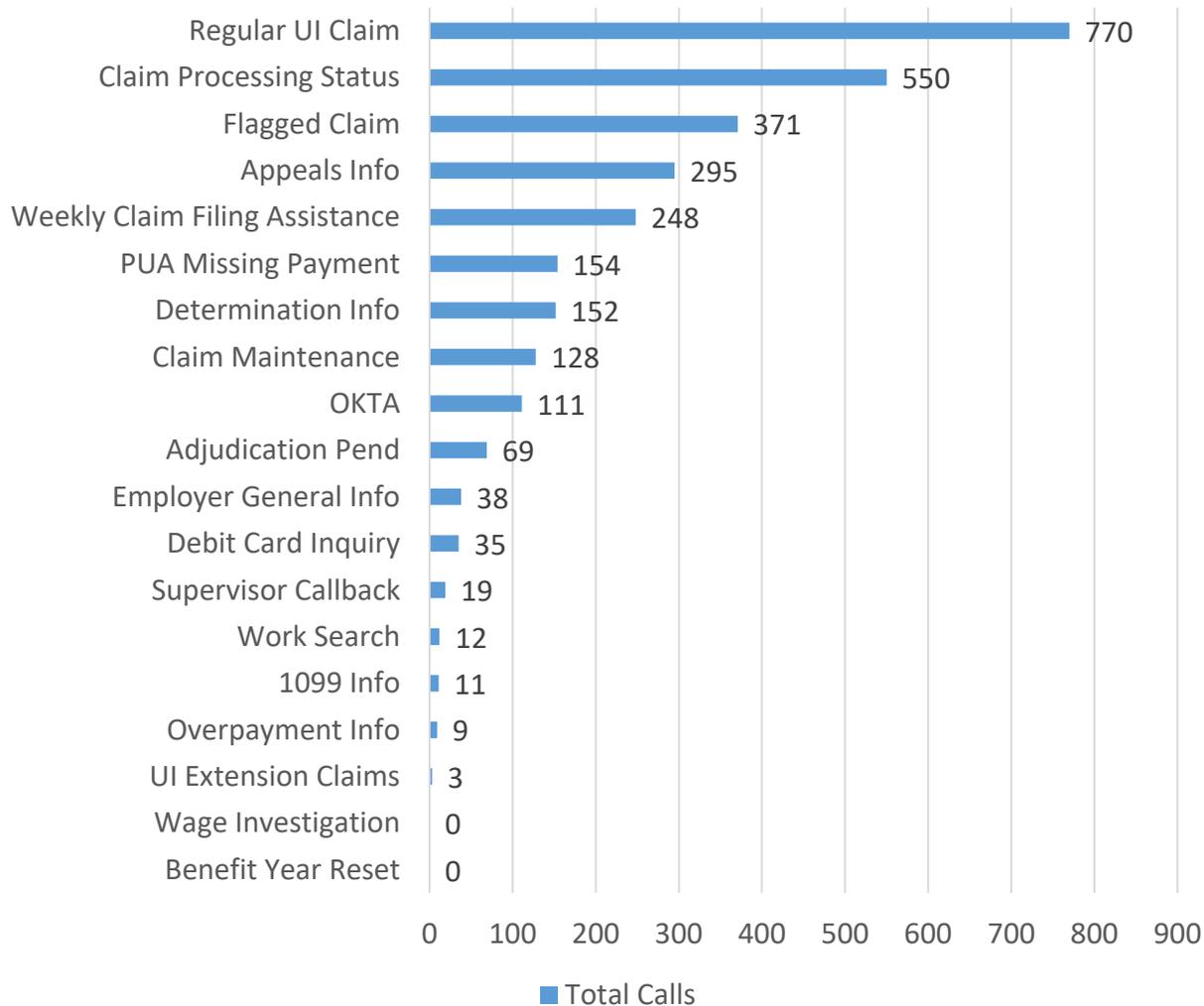


Call Metrics

	Avg Speed to Answer	Unique Callers Helped	Calls Abandoned
7/18/2022	17:41	43%	21%
7/19/2022	21:24	46%	24%
7/20/2022	25:49	36%	21%
7/21/2022	18:57	44%	8%
7/22/2022	25:52	42%	22%

Call Drivers

July 18, 2022 – July 22, 2022



Surge Capacity

KDOL	Call Center 26	Adjudications 23	Training & QA Team 8
Accenture	Claim Support 0	PUA Contact Center 0	Fraud Ops 0

As of July 22, 2022.

Shared Work

Total Plans in Effect

86

Total Employers Enrolled*

73

Total Employees**

3,320

As of July 22, 2022.

**Some employers are enrolled in simultaneous Shared Work Programs.*

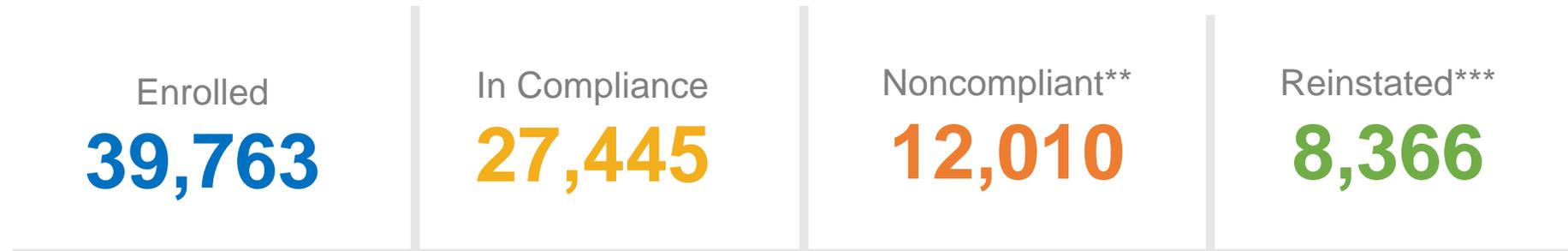
***This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.*

My Reemployment Plan

Active Claimants Enrolled*

2,825

Cumulative Totals



As of July 22, 2022.

*Indicates claimants who applied for UI benefits for the week ending Sept. 18 and who have claimed at least three consecutive weeks of UI benefits

**These are claimants who have currently failed to meet MRP requirements. These claimants can be reinstated in the program in certain situations.

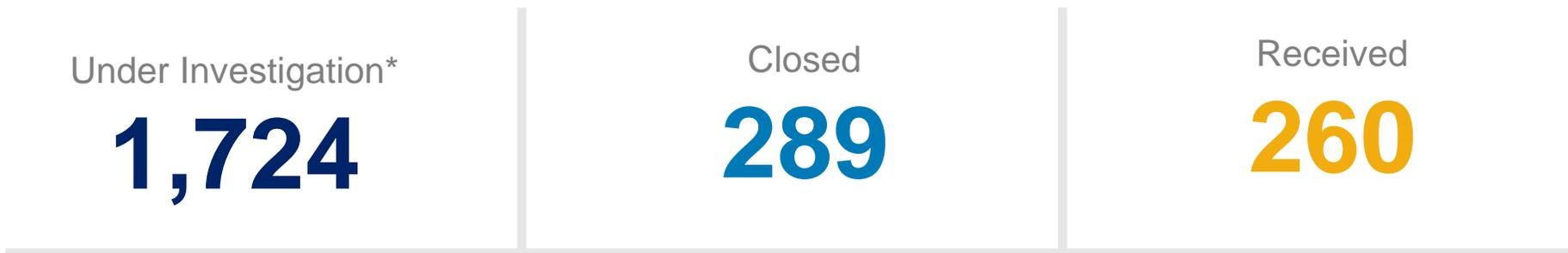
*** These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.

Job Refusal Determinations



As of July 22, 2022.

Fraud Case Status



Status breakdown from fraud cases received from Sept. 1, 2021 to July 22, 2022.

**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 Program – Completed Activities

- Project Kickoff
- MOU signed with Mississippi for application code
- Mississippi provided Kansas access to requirement artifacts
- Gap (Requirement) Session Plans completed
- Gap Orientation for Kansas staff conducted
- Benefit and Tax Gap reviews initiated for gap weeks 1 and 2
- 10 planning deliverables submitted for KDOL review
- 9 planning deliverables approved by KDOL

Current Activities

- 1 Project Plan - Draft 8/3
- 2 Gap Refresher w/SMEs (wk 2) 8/3
- 3 Submit docs for KITO Authorization 8/5
- 4 KDOL SMEs submit gap docs (wk 1) 8/9
- 5 TCS sends gap session reviews (wk 3) 8/2
- 6 KDOL SMEs submit gap docs (wk 2) 8/16
- 7 TCS sends gap session reviews (wk 4) 8/9
- 8 Procure JIRA tools 8/26
- 9 Procure AWS resources 8/26
- 10 TCS sends gap session reviews (wk 5) 8/12