

# **UCMIC Report**

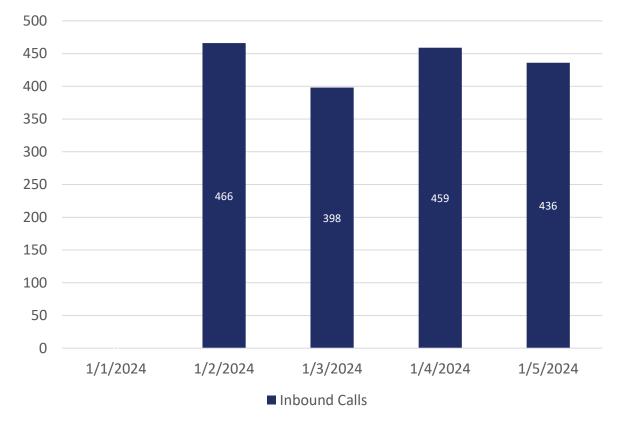
January 15, 2024-

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**

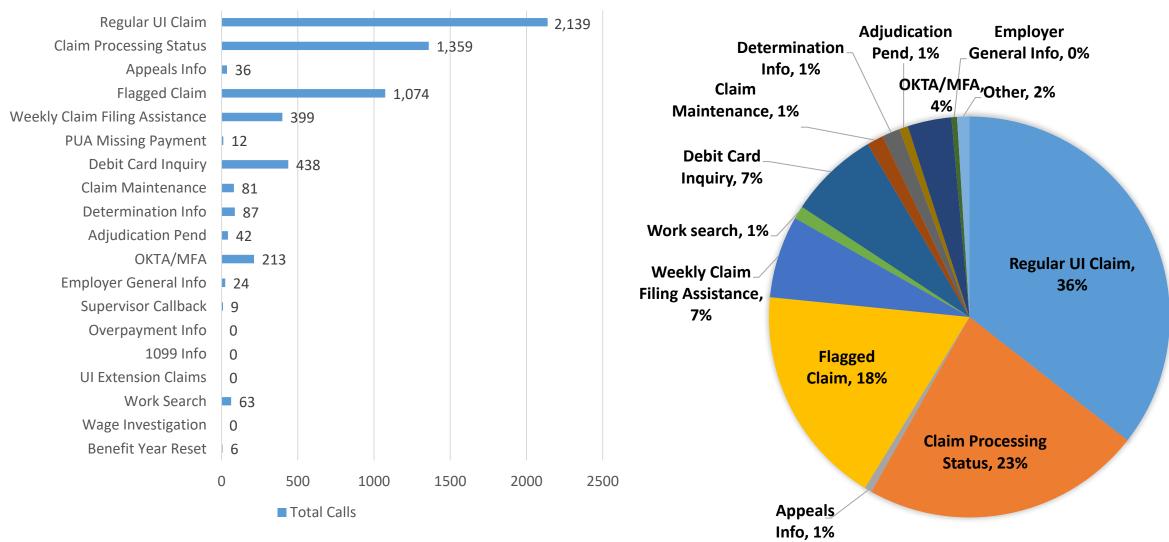
	Average Speed to Answer	Unique Callers Helped	Calls Abandoned					
1/1/2024								
1/2/2024	20:03	16%	11%					
1/3/2024	20:09	15%	10%					
1/4/2024	16:45	19%	13%					
1/5/2024	17:38	20%	11%					

#### The call center was closed New Years Day

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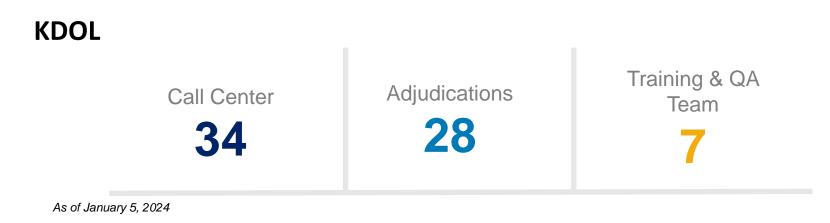
## **Call Drivers**

January 1, 2024 – January 5, 2024



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# **Surge Capacity**





# **Shared Work**



As of January 5, 2024.

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

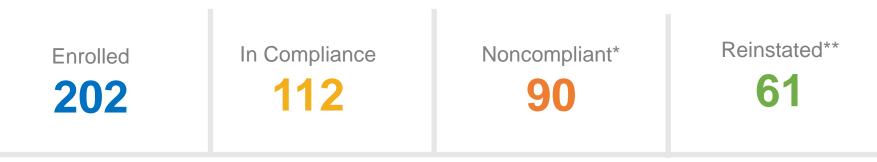
\*\*This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.

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# **My Reemployment Plan**

**Cumulative 2024 Totals** 



As of January 5, 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.

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# **Job Refusal Determinations**



As of January 5, 2024



# **Fraud Case Status**



Weekly status breakdown.

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



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# The following disruptions were reported:

• No disruptions to report.

# **Status of Modernization**

- As of January 5th, 2024, the agency has spent: \$14,965,856.95
- Application Design iterations 1-3 complete
- Data Migration iterations Tax 3 complete
- Application Development iteration for Tax 1 complete, 2 in development
- Application Development iteration for Benefits 1 complete and 2 in progress
- User testing for Tax iteration 1 and 2 in progress

#### Program Timeline

Implementation Timeline	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Warranty 12 Months	M&O Year 1	M&O Year 2 (10 months)
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	22	23	24	24	25	26	27-38	39-50	51-60
Initiation & Planning																													
Gap Analysis																						Des	sign	in p	orog	ress	5		
Design																								ר Pro	_				
Development																						Dev	velo	pme	ent	to b	egin		
System document review																													
System Testing																													
OCM																													
UAT																													
End-to-End testing	•	✓ Initiation & Planning																											
Training		Phase Completed ✓ Gap Analysis																											
Implementation & Go-live	Completed																												
Warranty																													
Support																													

# **Current & Upcoming Activities**

- Applications Development Benefits Iteration 2 and 3
- Acquiring software for AWS environments
- System Integration Testing for Tax Iteration 1
- Benefits + Tax Iteration 2 CR test cases being reviewed by KDOL
- Benefits Iteration 3 Data Migration development