



UCMIC Report

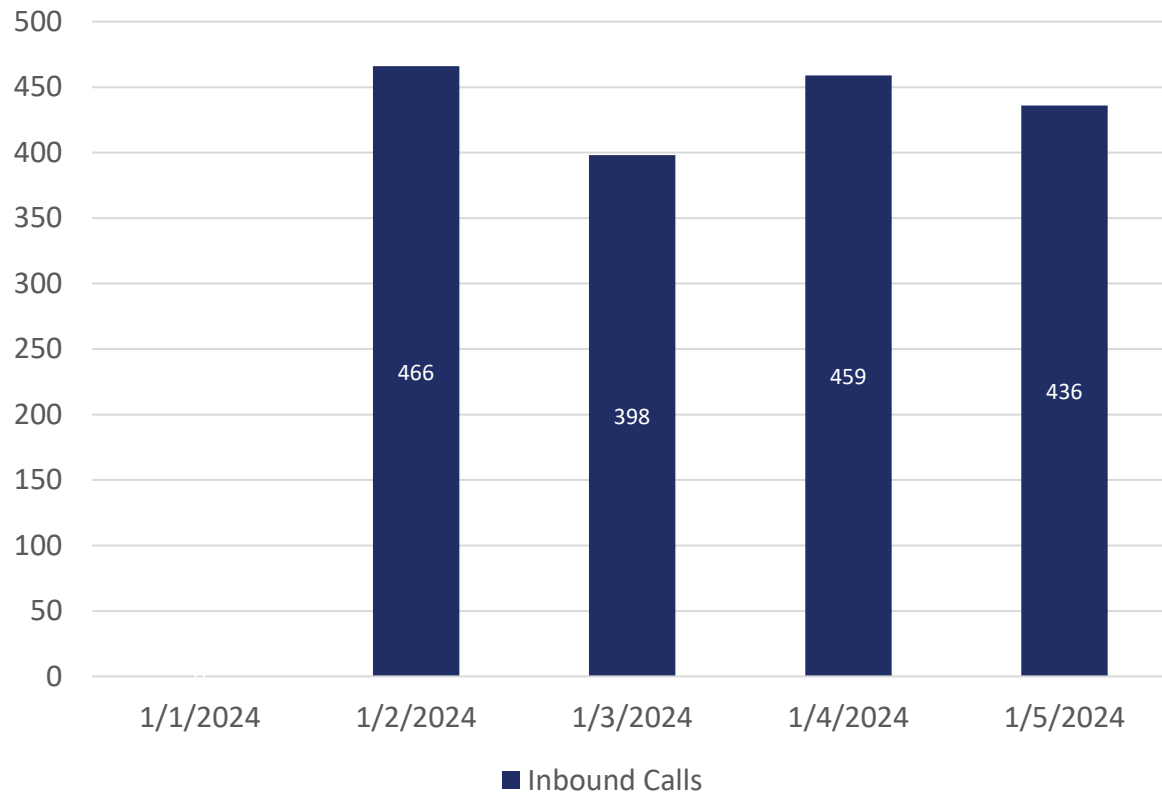
January 15, 2024

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume



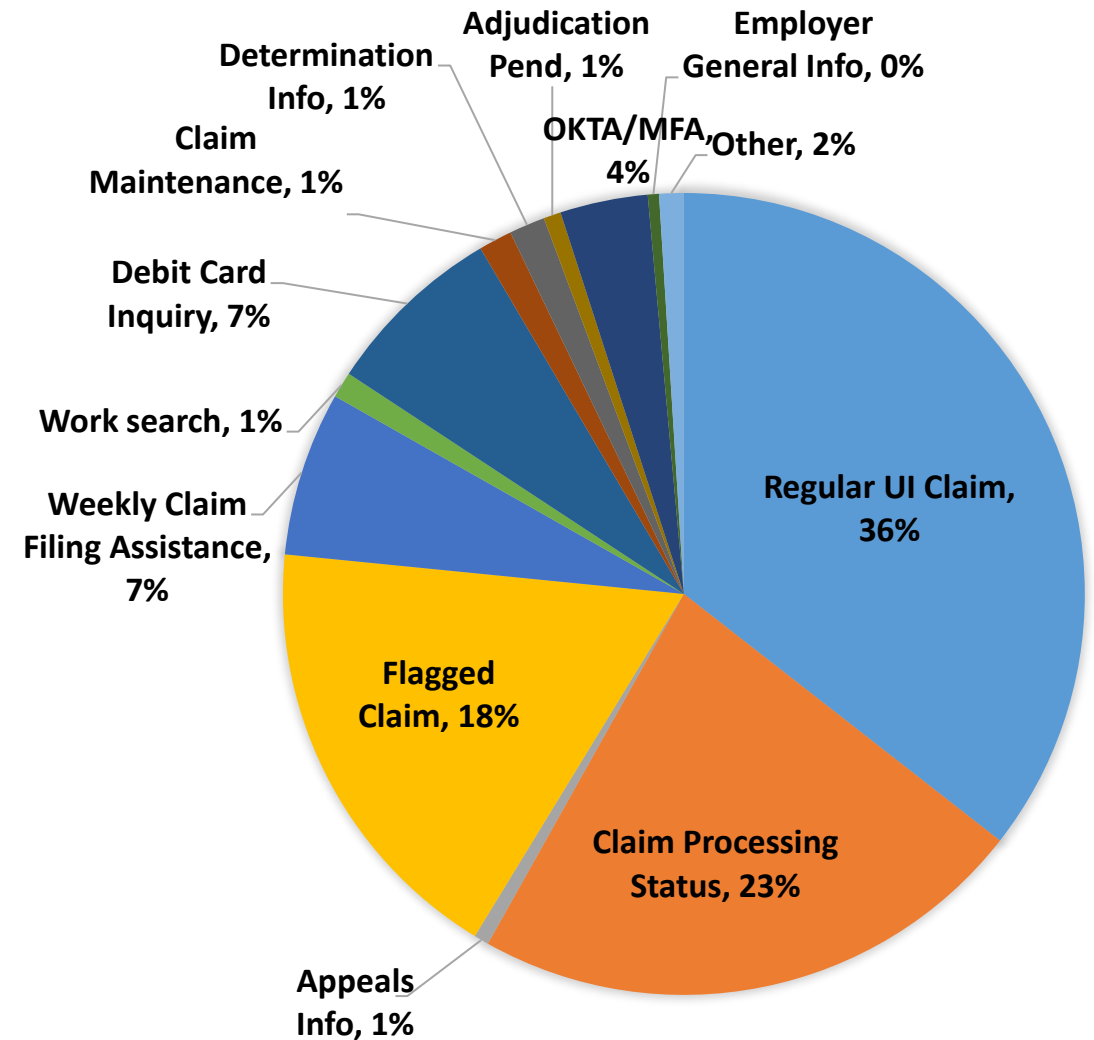
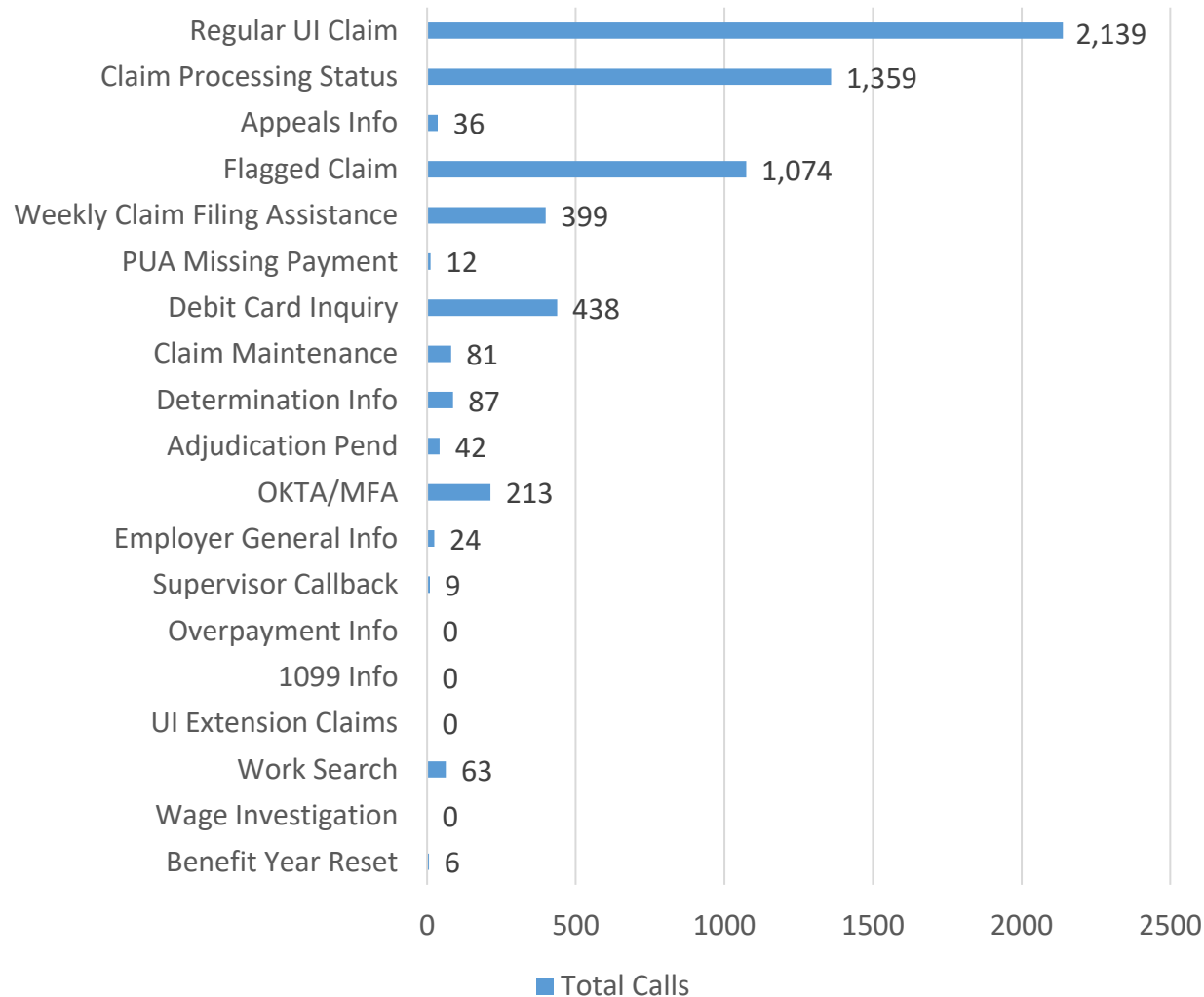
Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
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

Call Drivers

January 1, 2024 – January 5, 2024



Surge Capacity

KDOL

Call Center

34

Adjudications

28

Training & QA
Team

7

As of January 5, 2024

Shared Work

Total Plans in Effect

114

Total Employers Enrolled*

77

Total Employees**

4,661

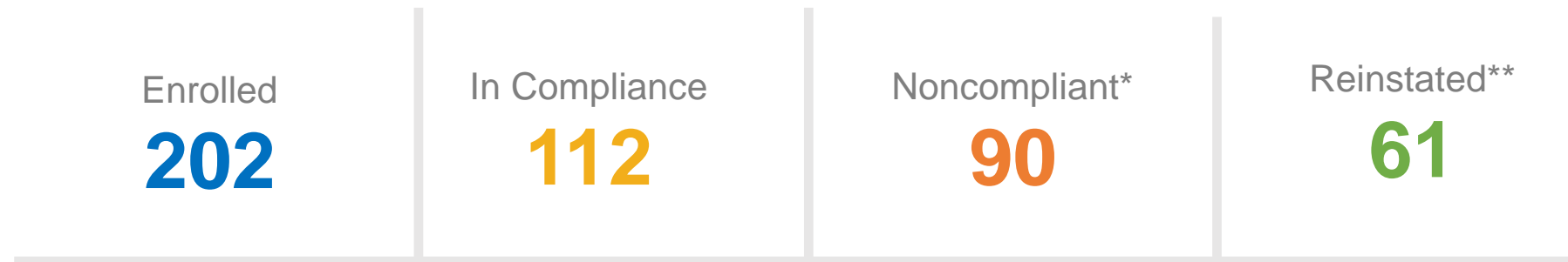
As of January 5, 2024.

**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.*

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.*

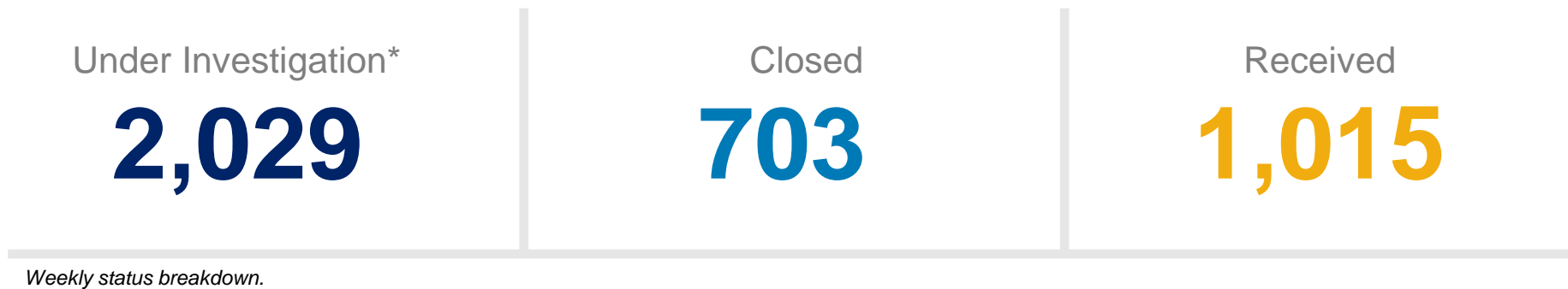
*** These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.*

Job Refusal Determinations



As of January 5, 2024

Fraud Case Status



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

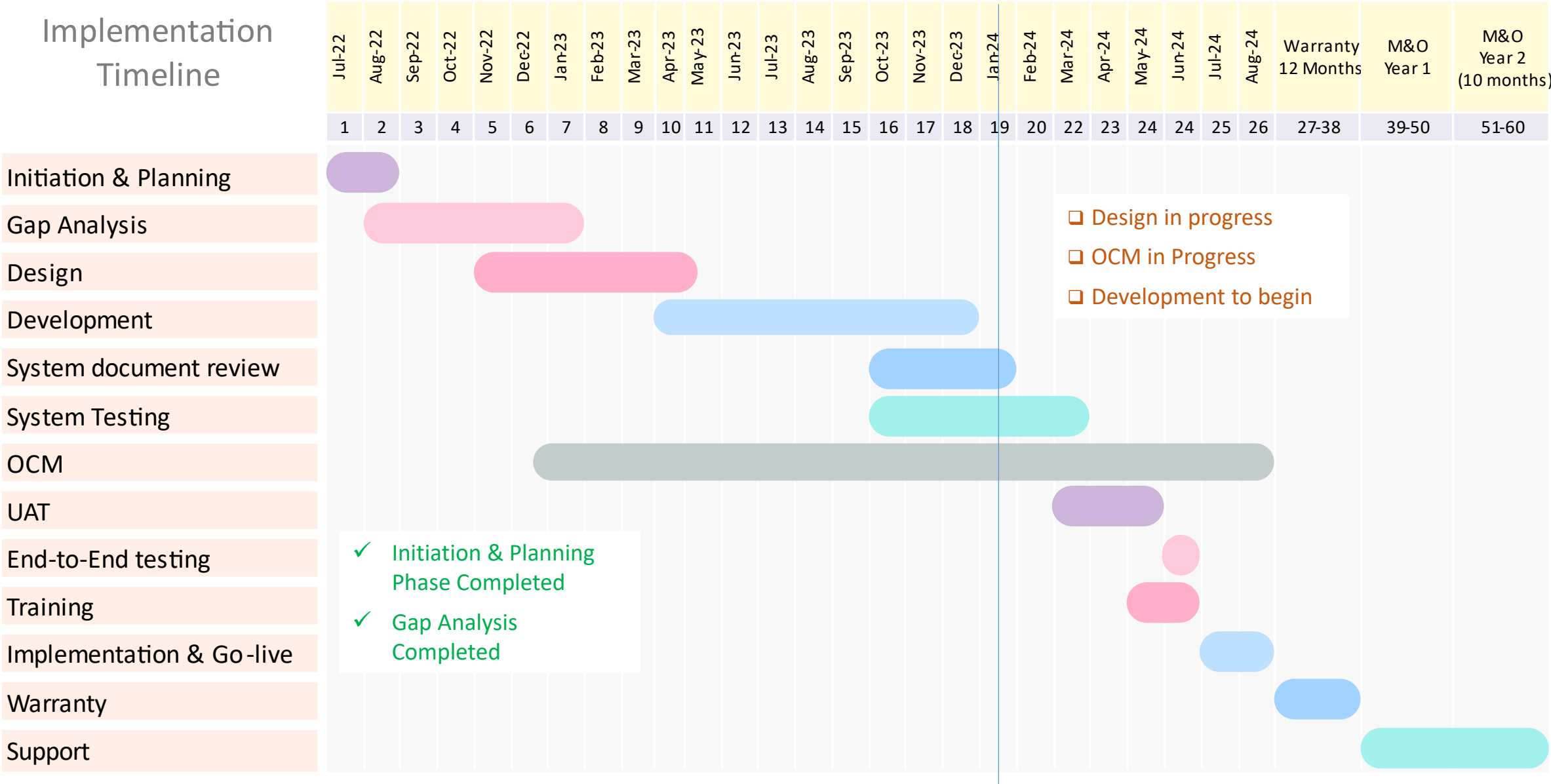
The following disruptions were reported:

- 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



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