



UCMIC Report

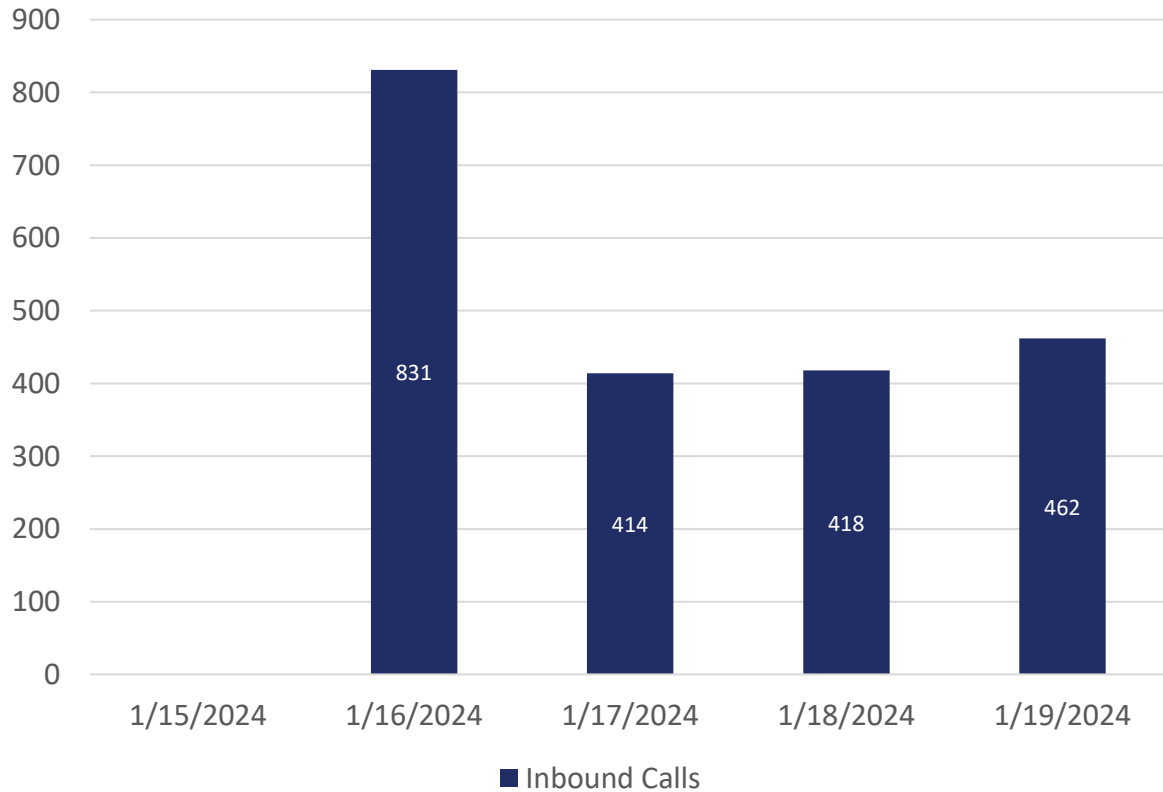
January 30, 2024

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume



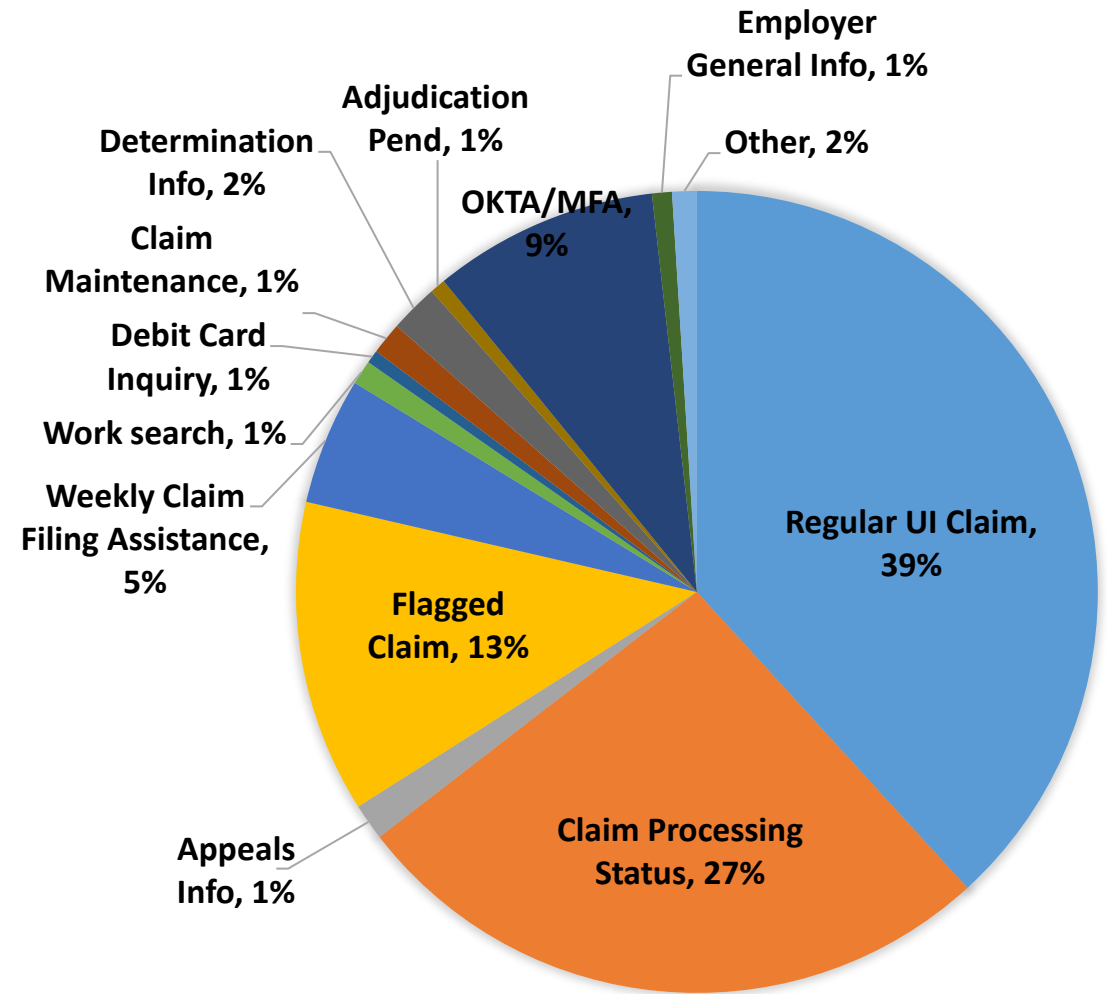
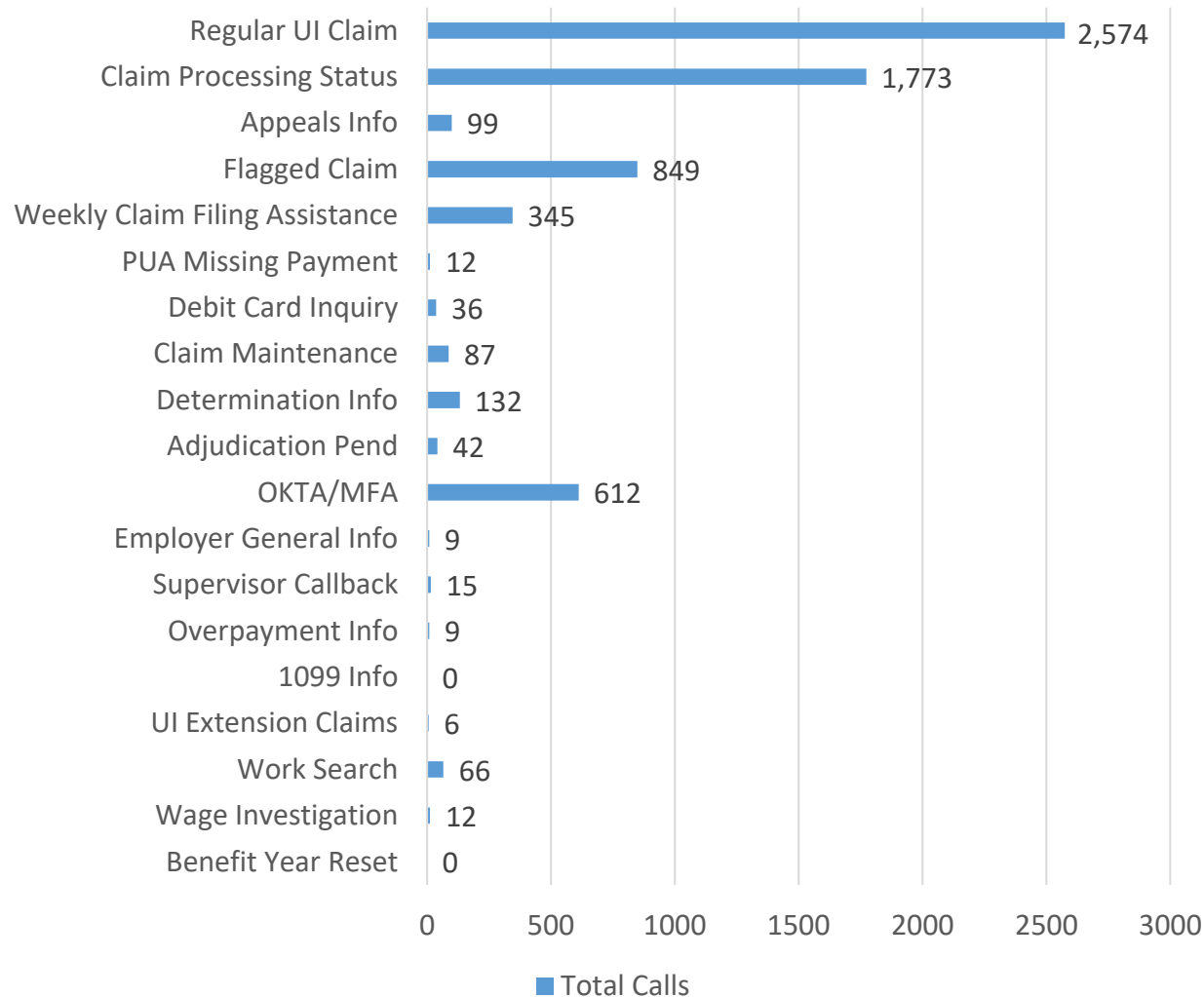
Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
1/15/2024			
1/16/2024	10:09	23%	7%
1/17/2024	20:17	13%	11%
1/18/2024	21:35	14%	10%
1/19/2024	18:29	17%	13%

KDOL was closed Monday, Jan. 15 in observance of Martin Luther King Jr. day.

Call Drivers

January 15, 2024 – January 19, 2024



Surge Capacity

KDOL



As of January 19, 2024

Shared Work

Total Plans in Effect

119

Total Employers Enrolled*

80

Total Employees**

5,020

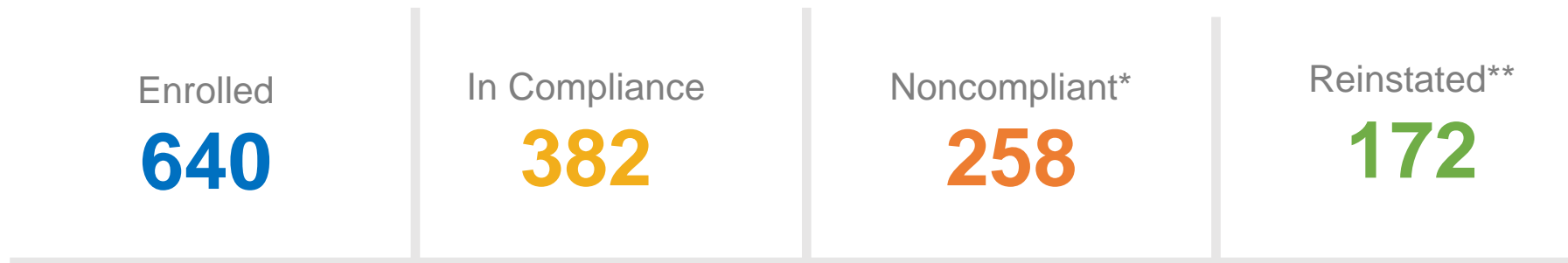
As of January 19, 2024.

**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 19, 2023.

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

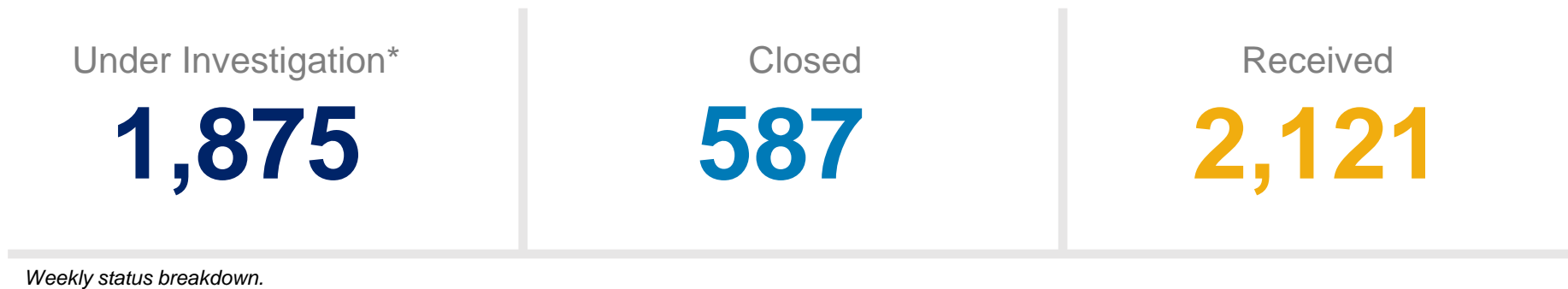
** These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.

Job Refusal Determinations



As of January 19, 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:

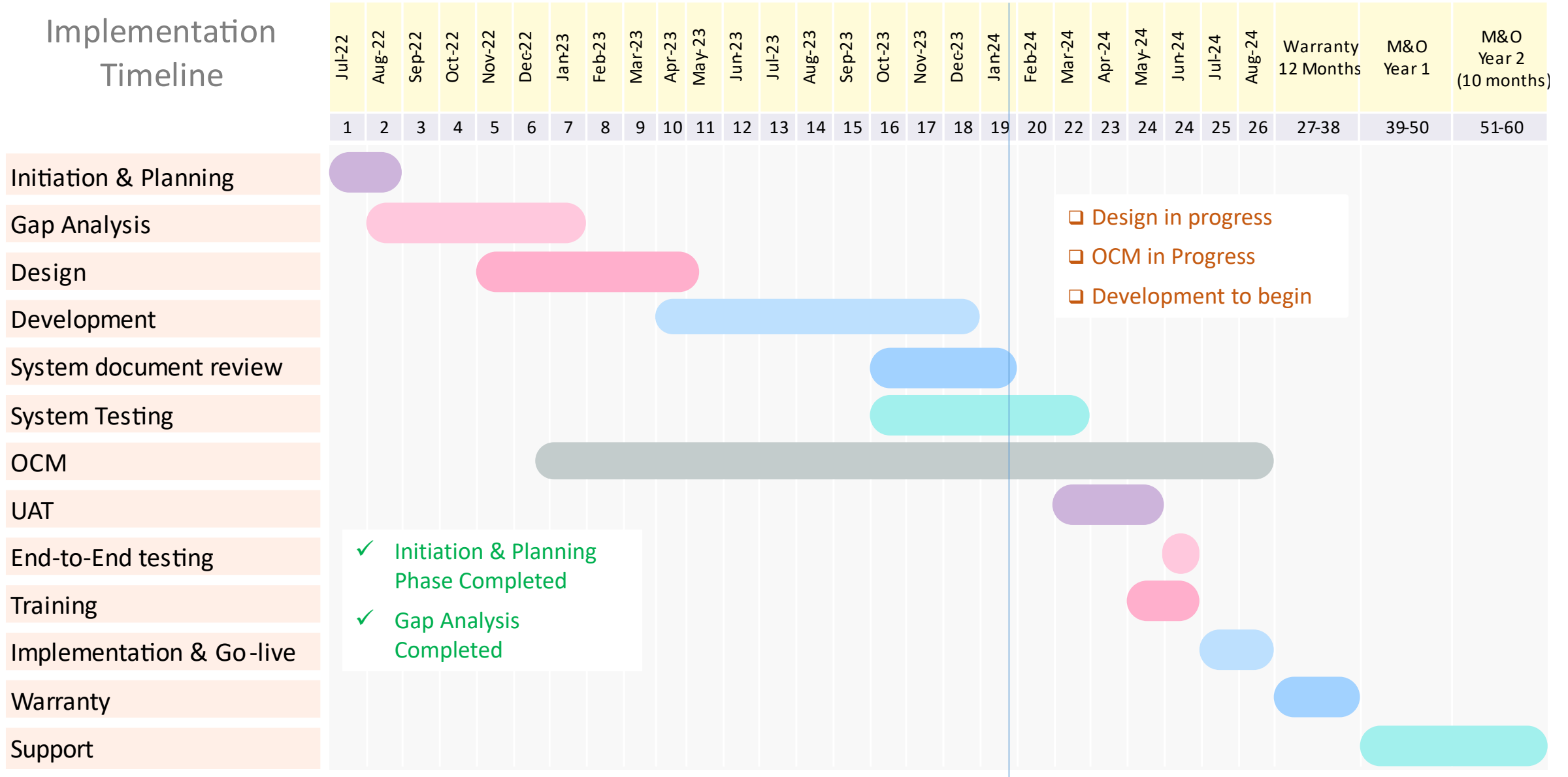
- No disruptions to report.

Status of Modernization

- As of January 19th, 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 and 2 complete, 3 in development
- Application Development iteration for Benefits 1 complete and 2 in development
- User testing for Tax iteration 1 and 2 in progress

Program Timeline

Implementation Timeline



Current & Upcoming Activities

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