Kansas
Department of Labor

UCMIC Report

February 15, 2024

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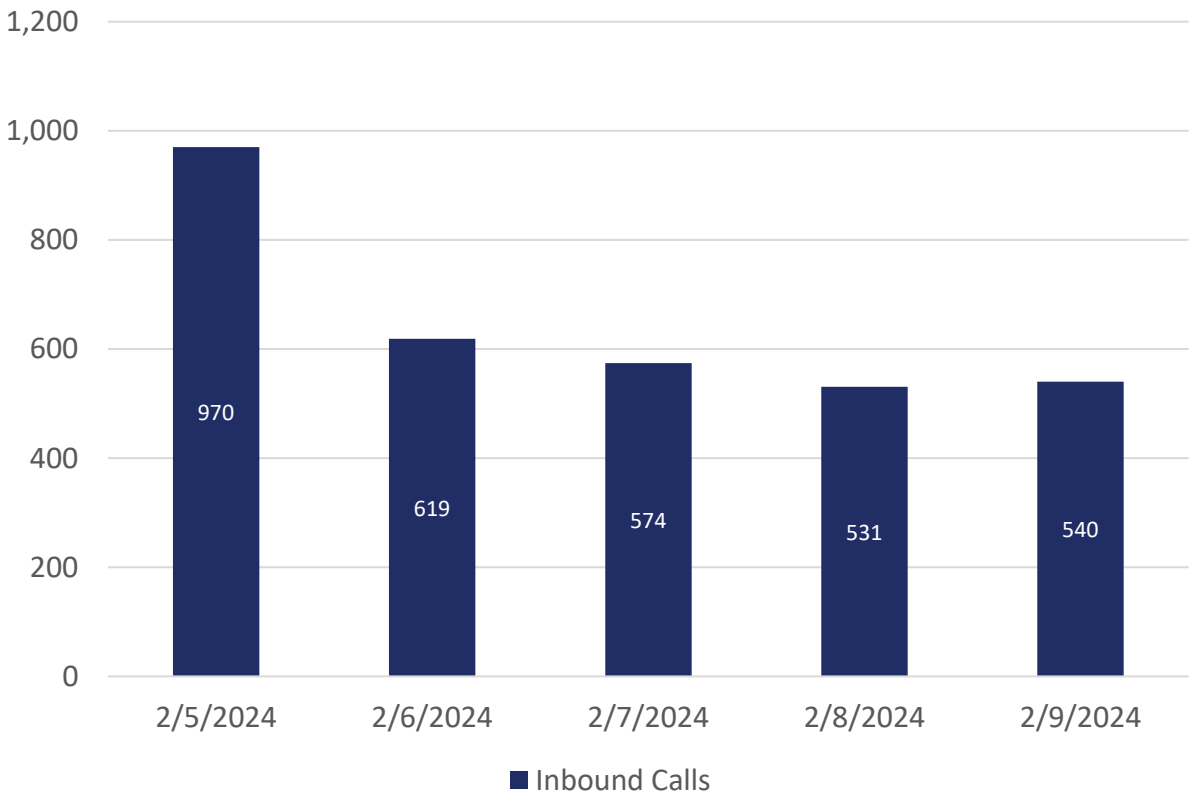
Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

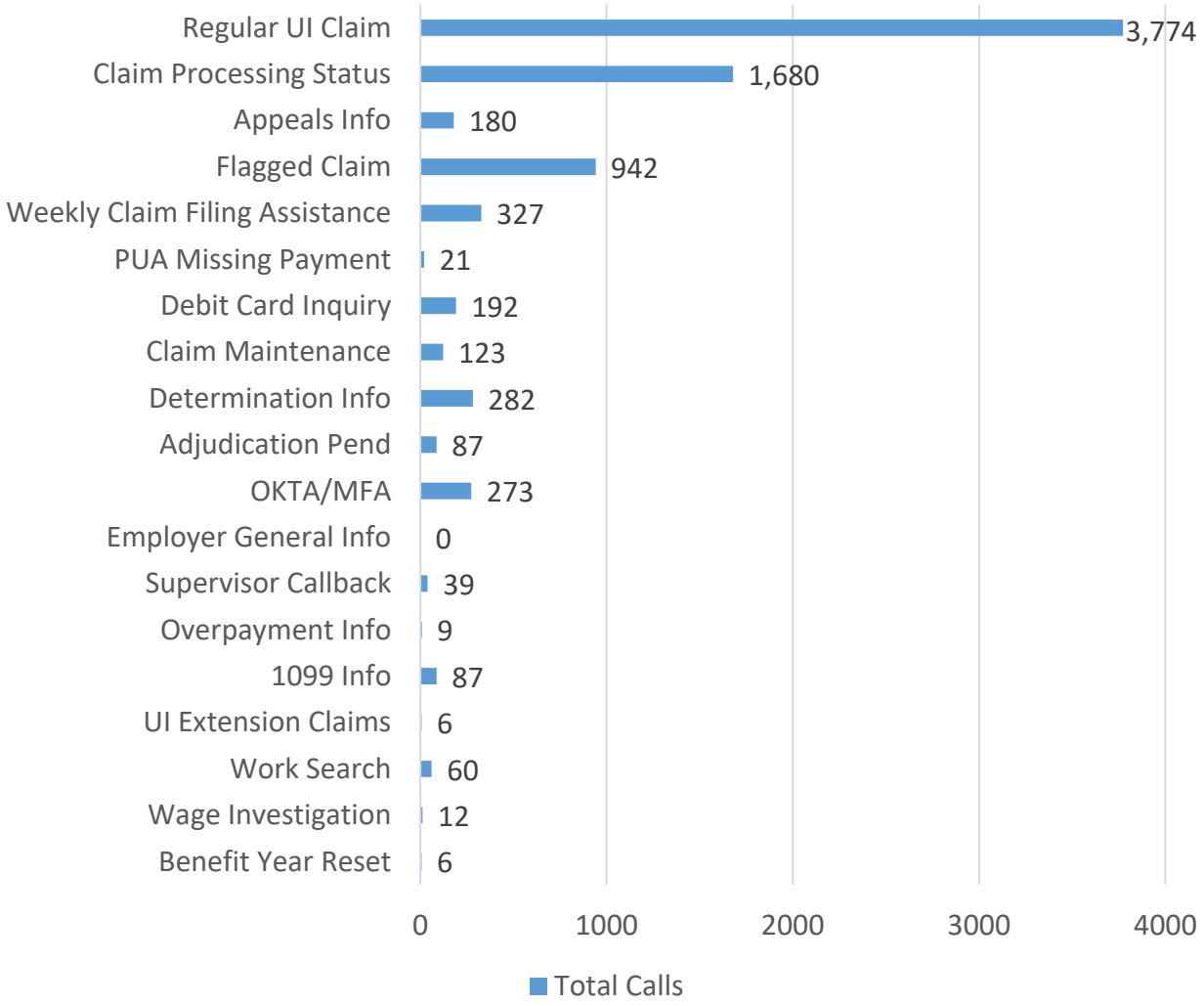


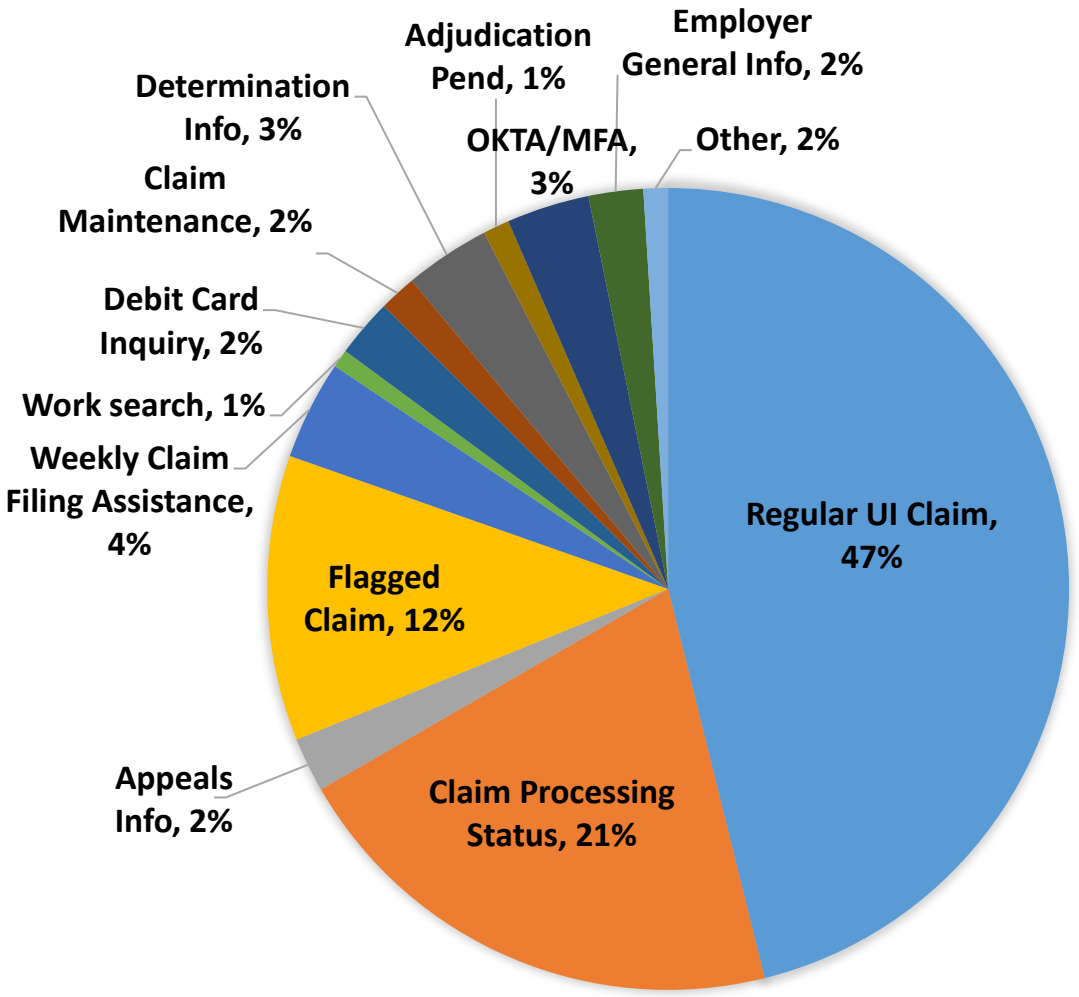
Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
2/5/2024	6:23	45%	7%
2/6/2024	8:10	41%	9%
2/7/2024	10:41	42%	12%
2/8/2024	9:00	44%	10%
2/9/2024	10:28	44%	12%

Call Drivers

February 5, 2024 – February 9, 2024





Surge Capacity

KDOL

Call Center	Adjudications	Training & QA Team
30	26	4

As of February 9, 2024

Shared Work

Total Plans in Effect	Total Employers Enrolled*	Total Employees**
121	86	5,543

As of February 9, 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

Enrolled	In Compliance	Noncompliant*	Reinstated**
1551	947	604	381

As of February 9, 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

Total Determinations	Total Claimants Denied Benefits as Result of Determination	Total Claimants Found to Have Good Cause for Job Refusal
33	30	3

As of February 9, 2024

Fraud Case Status

Under Investigation*	Closed	Received
1,875	196	1,248

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.*

The following disruptions were reported:

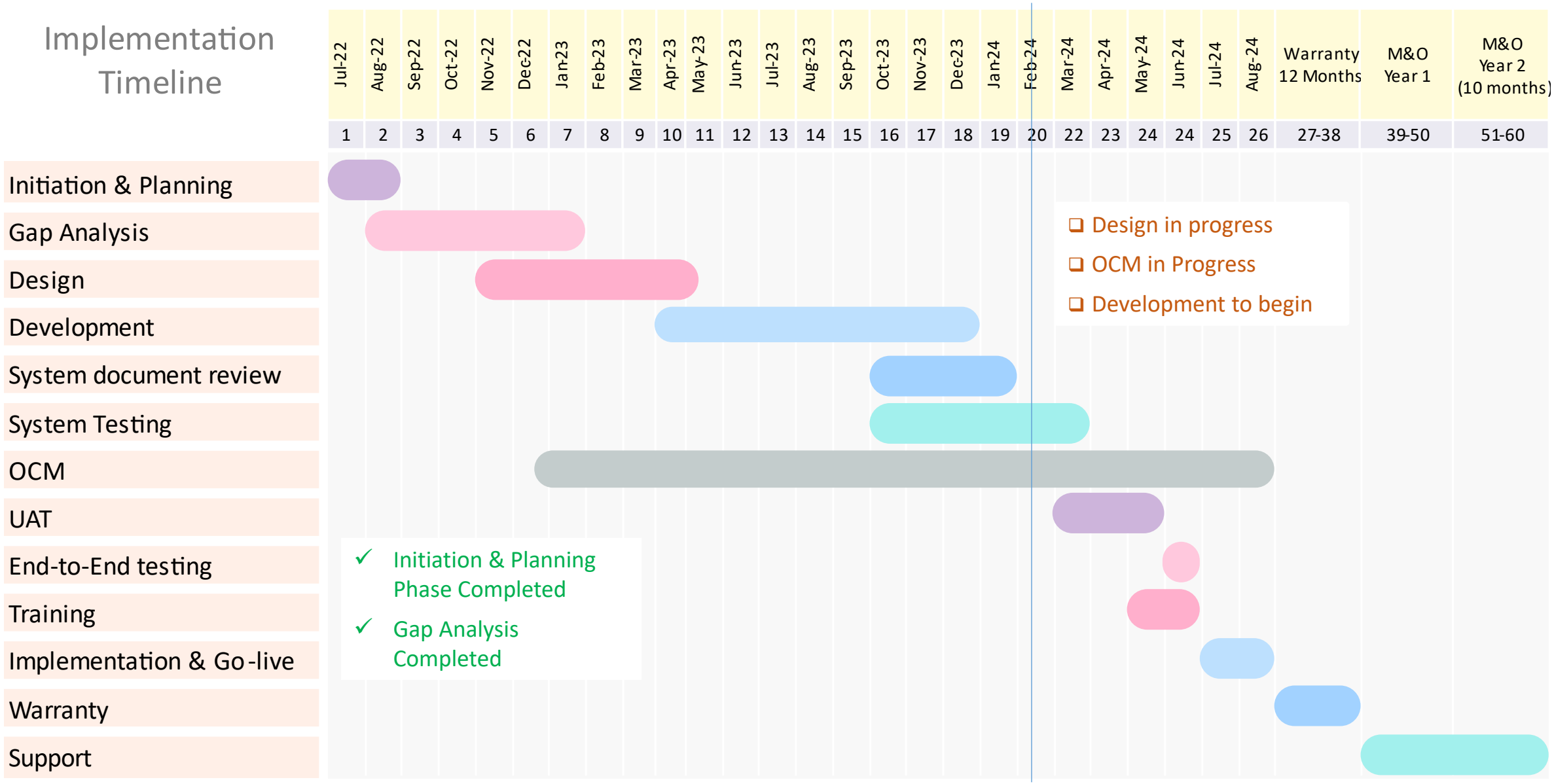
- No disruptions to report.

Status of Modernization

- As of February 9th, 2024, the agency has spent: $16,483,500.10
- 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 1-2 complete 3 in development
- User testing for Tax iteration 1-2 complete 3 in progress

Program Timeline

Implementation Timeline



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Current & Upcoming Activities

- User Acceptance Testing for Tax Iterations 2
- Applications Development Benefits Iteration 3
- Data Migration Benefits iteration 2 System Integration Testing (SIT)
- SIT started for Benefits Iteration 1 plus 2