



# UCMIC Report

March 15, 2024

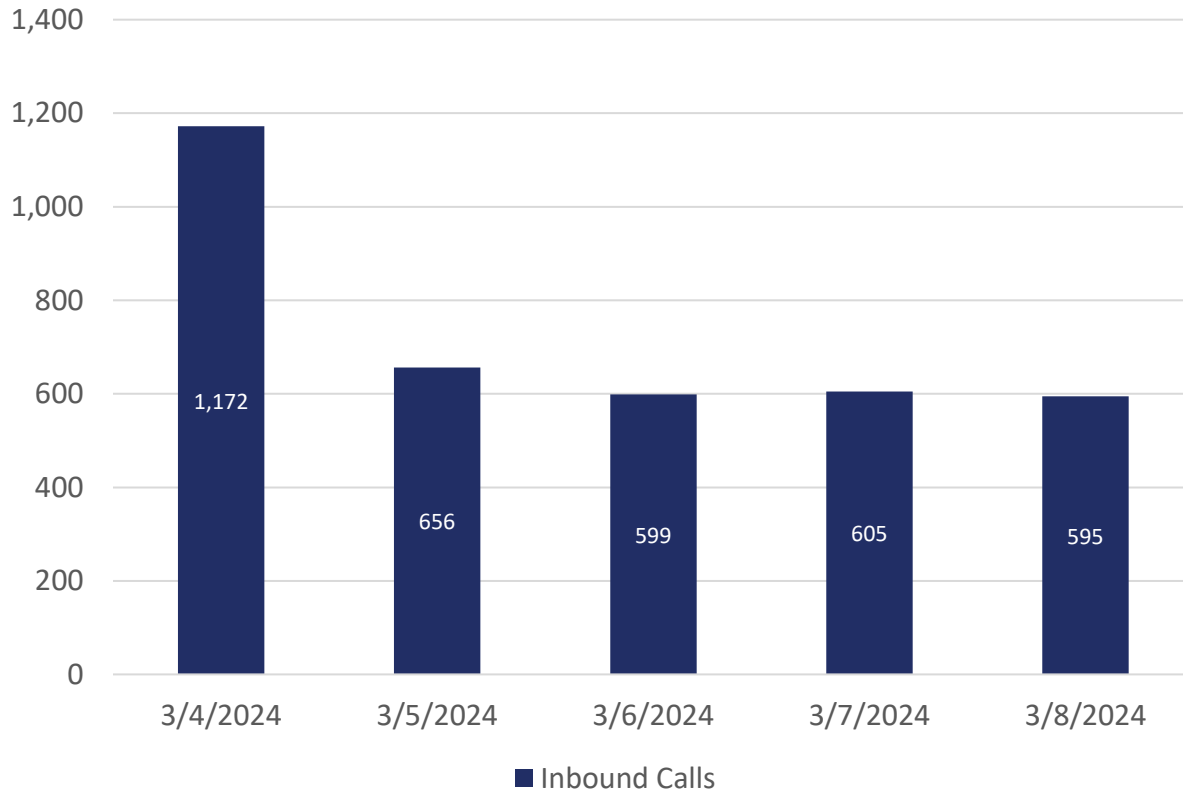
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Amber Shultz, Secretary  
Laura Kelly, Governor

# Call Center Performance Metrics

## Call Volume

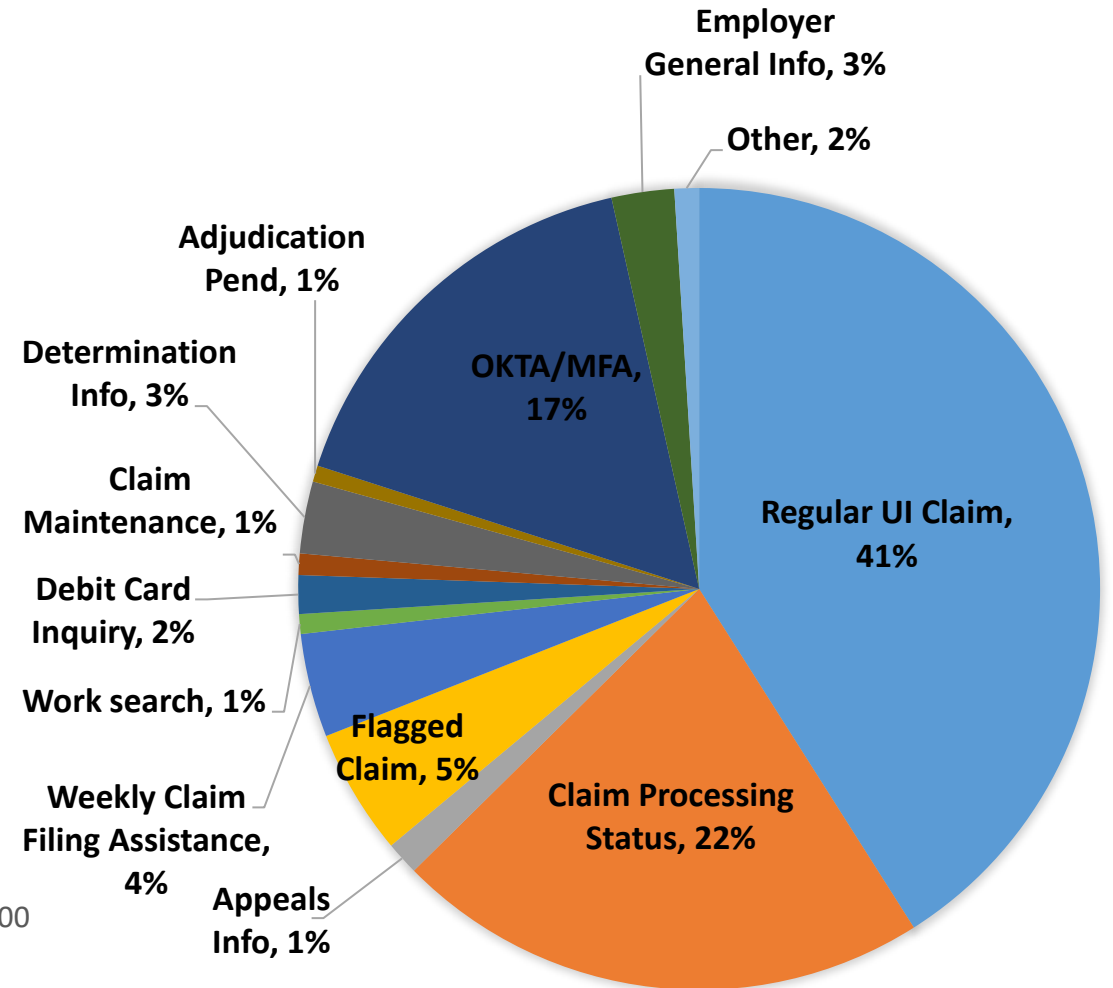
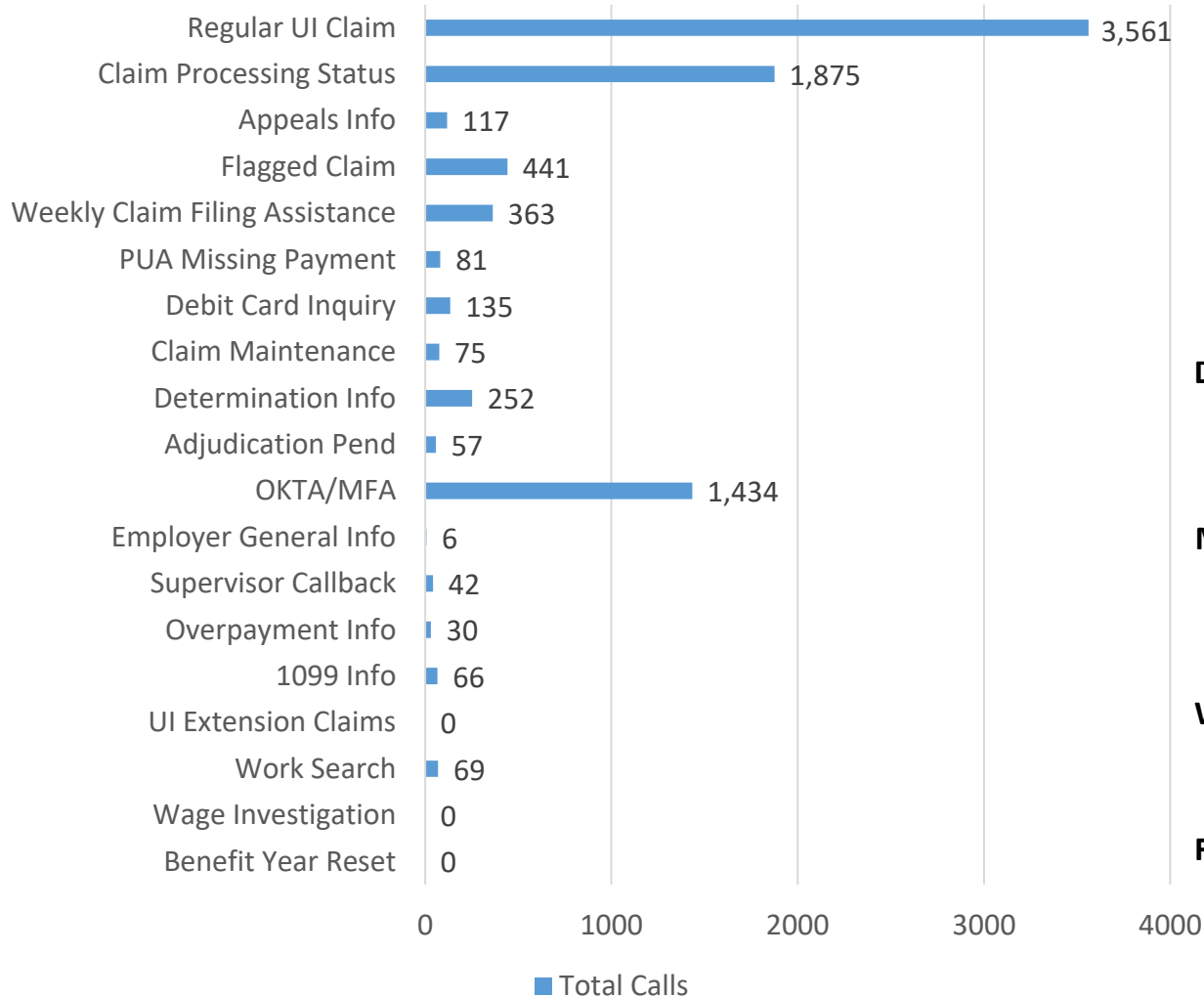


## Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>3/4/2024</b>	2:13	67%	8%
<b>3/5/2024</b>	7:38	57%	10%
<b>3/6/2024</b>	10:51	54%	21%
<b>3/7/2024</b>	7:26	67%	11%
<b>3/8/2024</b>	9:05	66%	13%

# Call Drivers

March 4, 2024 – March 8, 2024



# Surge Capacity

## KDOL



As of March 8, 2024

# Shared Work

Total Plans in Effect

**118**

Total Employers Enrolled\*

**84**

Total Employees\*\*

**4,856**

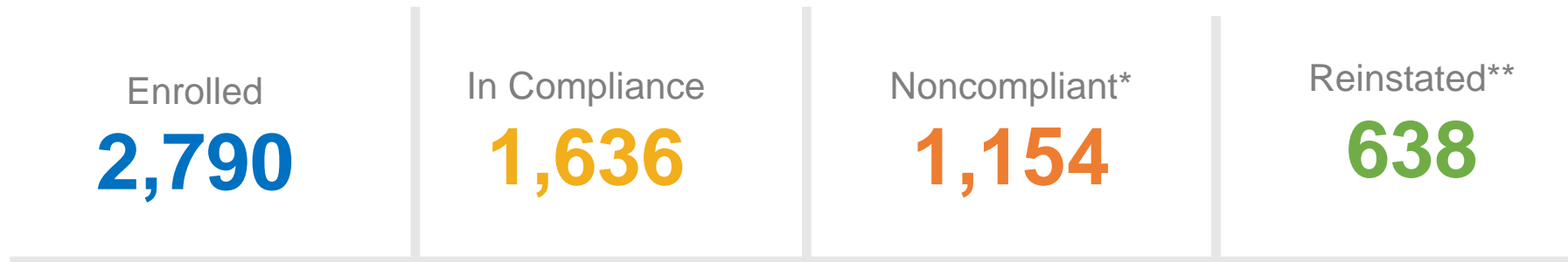
*As of March 8, 2024.*

*\*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 March 8, 2024.

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

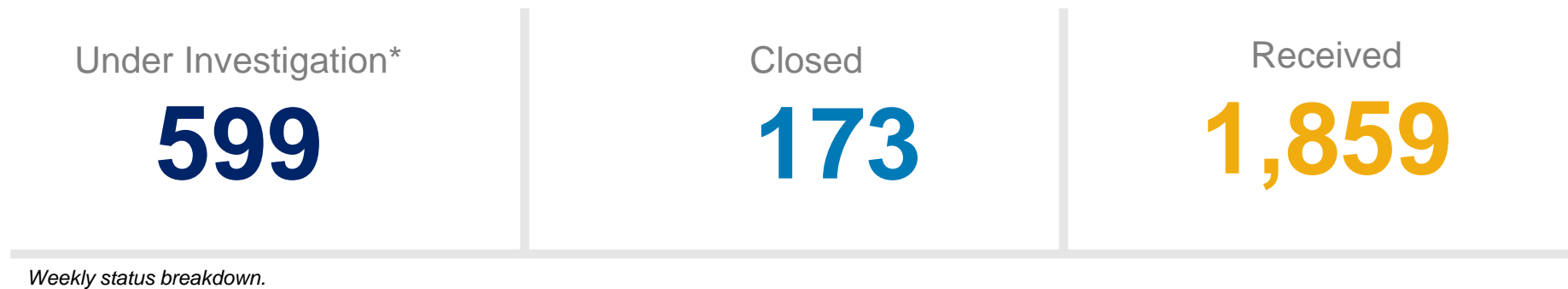
*\*\* These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.*

# Job Refusal Determinations



As of March 8, 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:

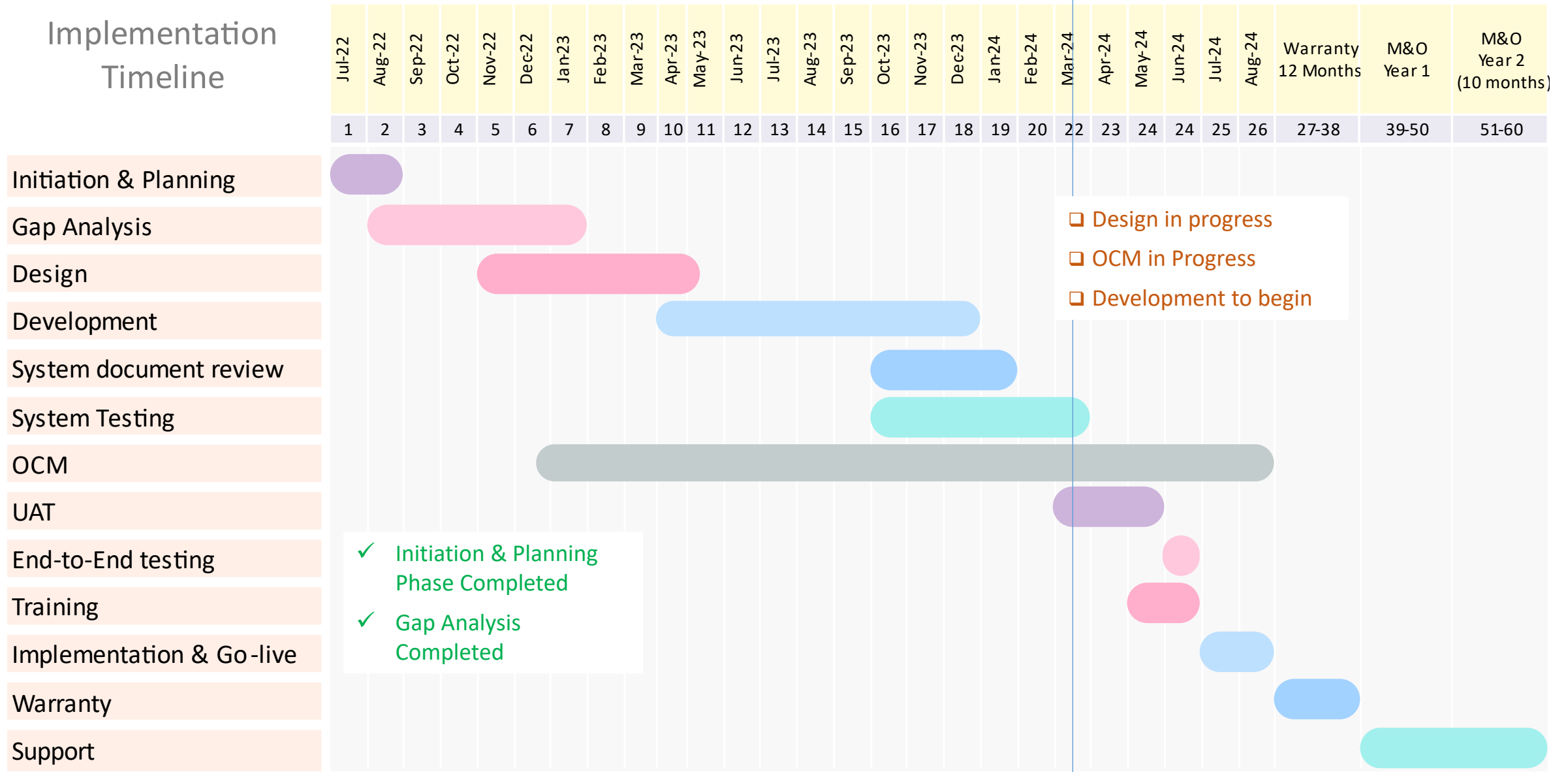
- Wednesday March 6, 2024, 11:00 am. The Agency, including our call center participated in the statewide tornado drill.

# Status of Modernization

- As of March 8th, 2024, the agency has spent: \$16,731,229.83
- Application Design Tax and Benefits Iterations 1-3 complete
- Data Migration Tax Iteration 3 complete
- Application Development for Tax Iterations 1-2 complete, 3 is in development
- Application Development for Benefits Iteration 1-2 complete, 3 is in development
- User Acceptance Testing for Tax (UAT) for Tax Iterations 1-2 complete, 3 is in progress

# Program Timeline

## Implementation Timeline



- Design in progress
- OCM in Progress
- Development to begin

- ✓ Initiation & Planning Phase Completed
- ✓ Gap Analysis Completed

# Current & Upcoming Activities

- User Accepting Testing for Tax Iteration 3 is in progress
- Applications Development Benefits Iteration 3
- Data Migration Benefits Iteration 2 System Integration Testing (SIT)
- SIT started for Benefits Iteration 1 plus 2
- Interface Development with Commerce and KDOR