



UCMIC Report

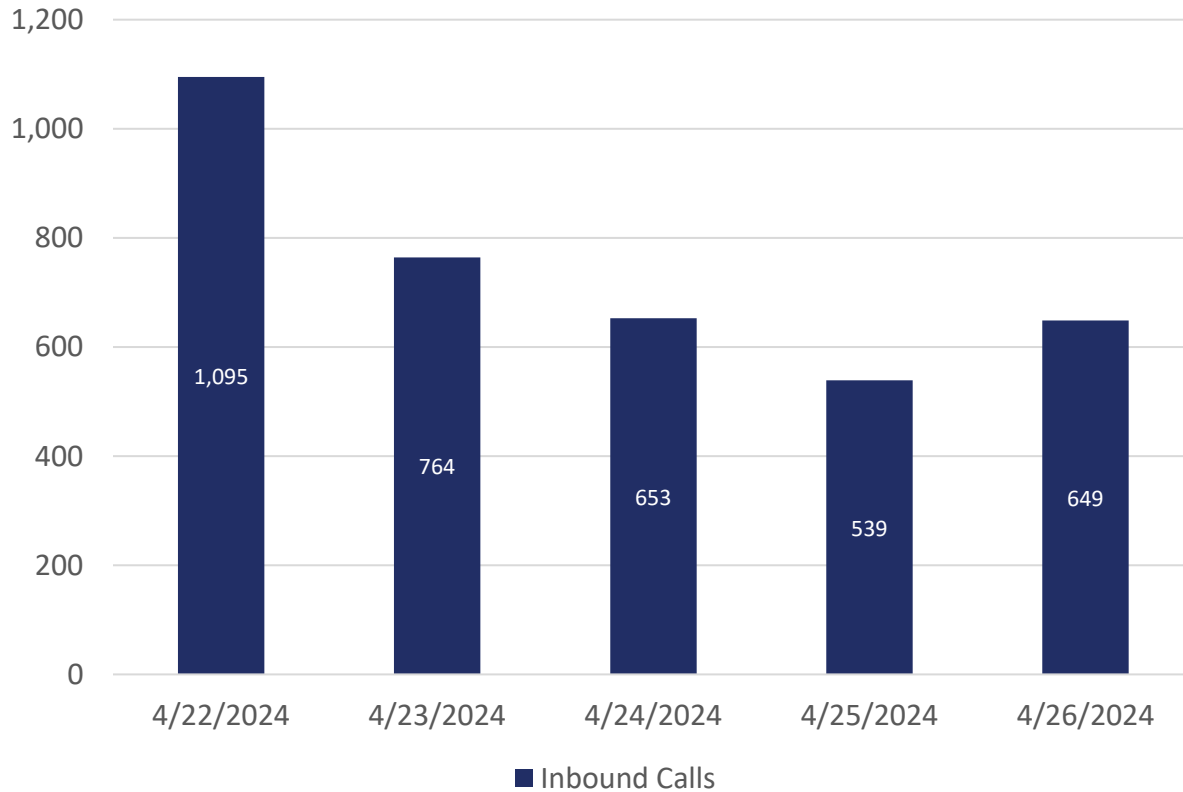
April 30, 2024

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

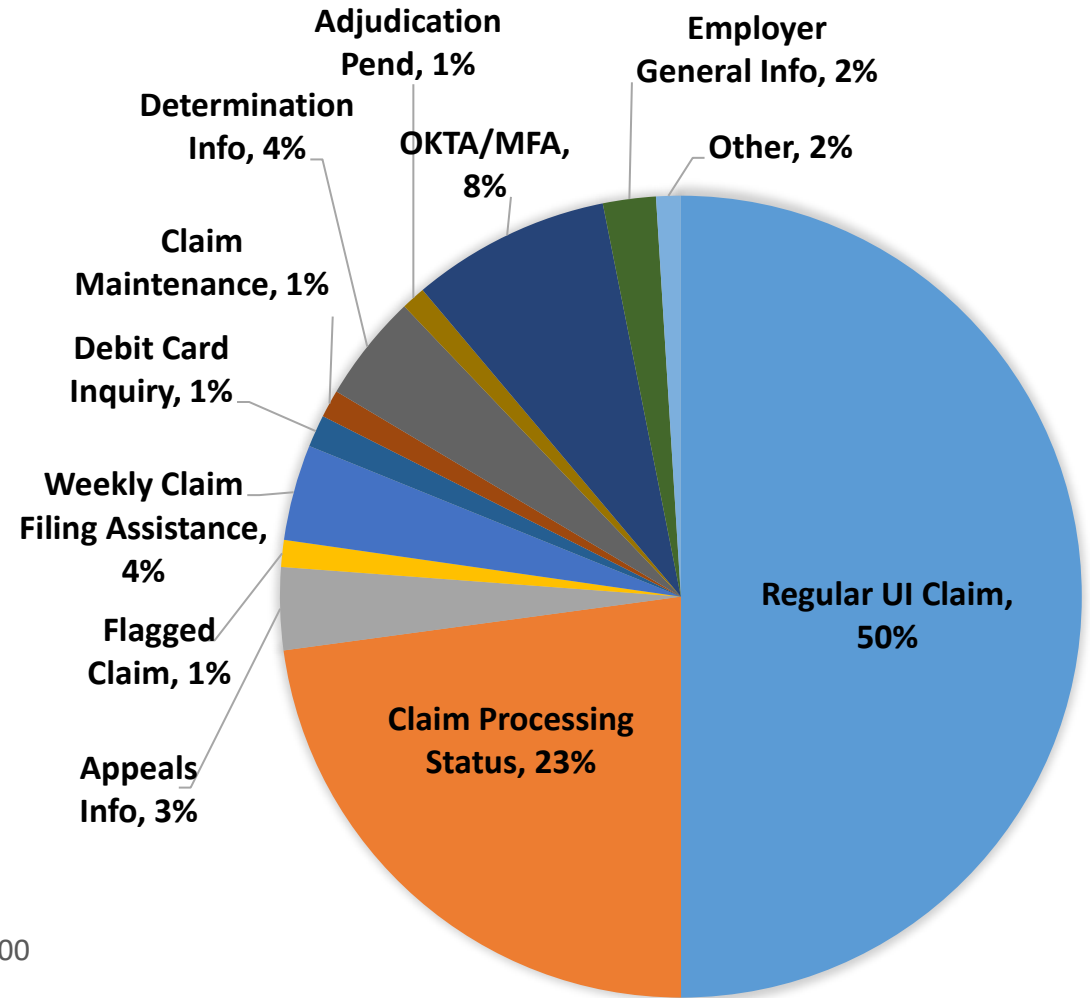
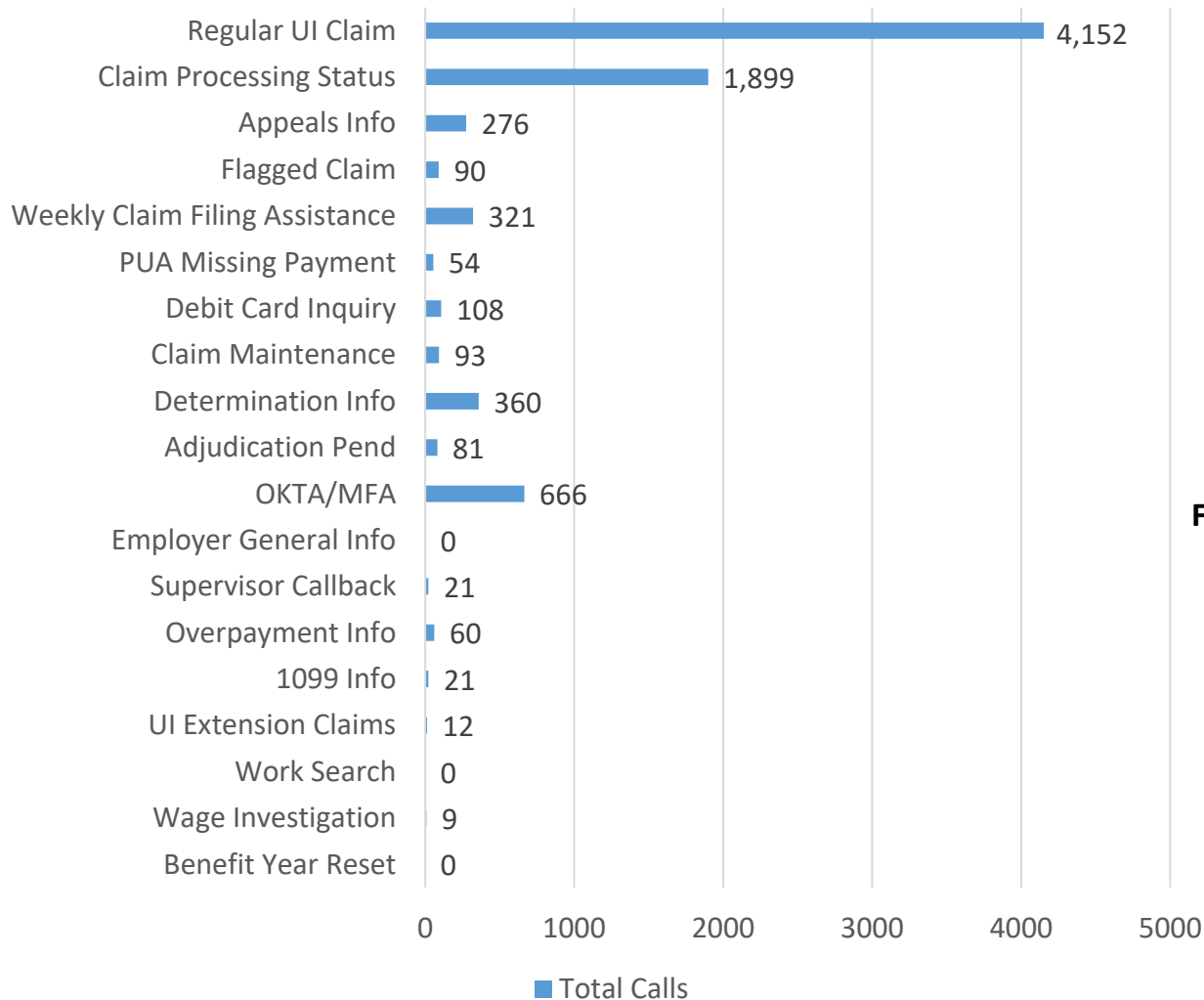


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
4/22/2024	4:40	92%	9%
4/23/2024	1:30	99%	5%
4/24/2024	1:59	99%	5%
4/25/2024	2:26	100%	2%
4/26/2024	3:45	98%	8%

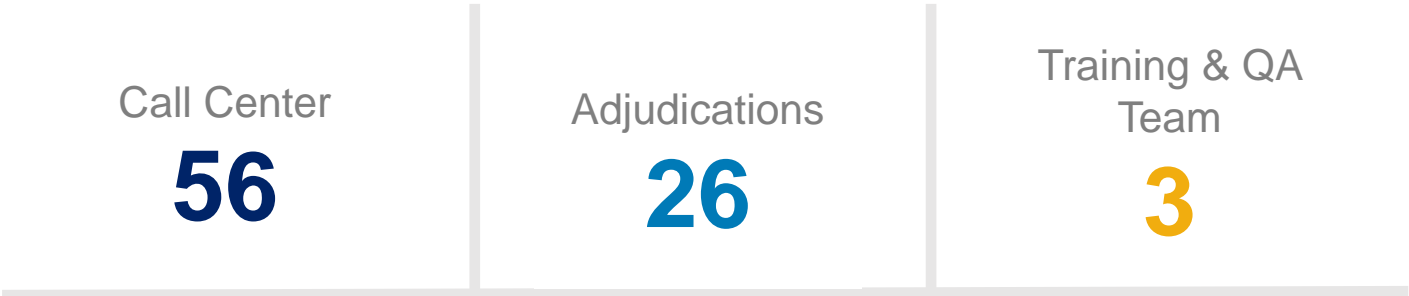
Call Drivers

April 22, 2024 – April 26, 2024



Surge Capacity

KDOL



As of April 26, 2024

Shared Work

Total Plans in Effect

106

Total Employers Enrolled*

81

Total Employees**

4,831

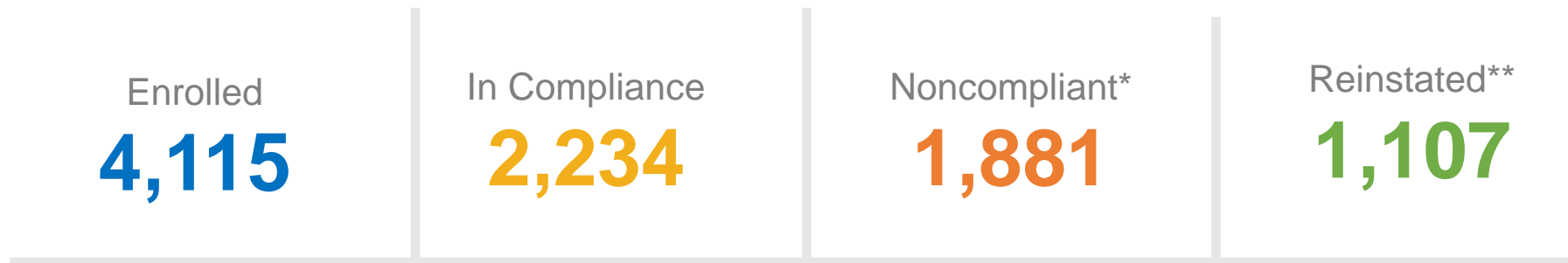
As of April 26, 2024.

**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 April 26, 2024.

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

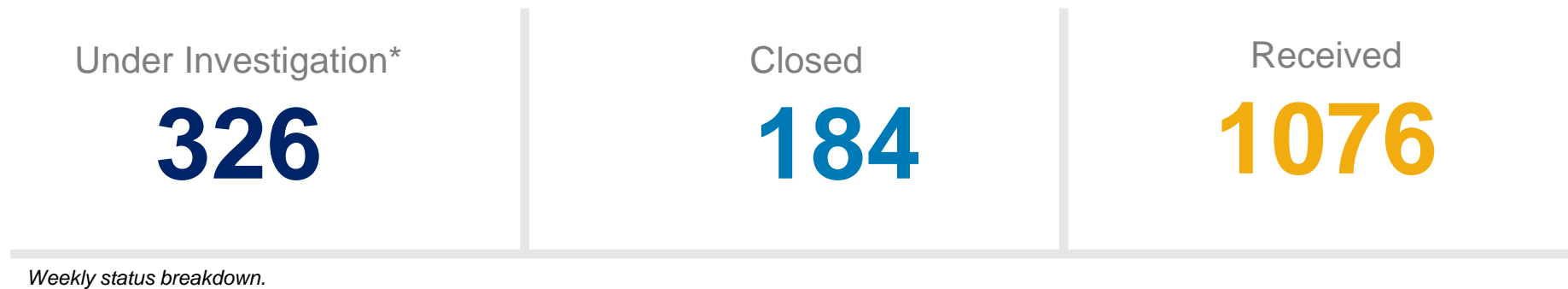
** These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.

Job Refusal Determinations



As of April 26, 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:

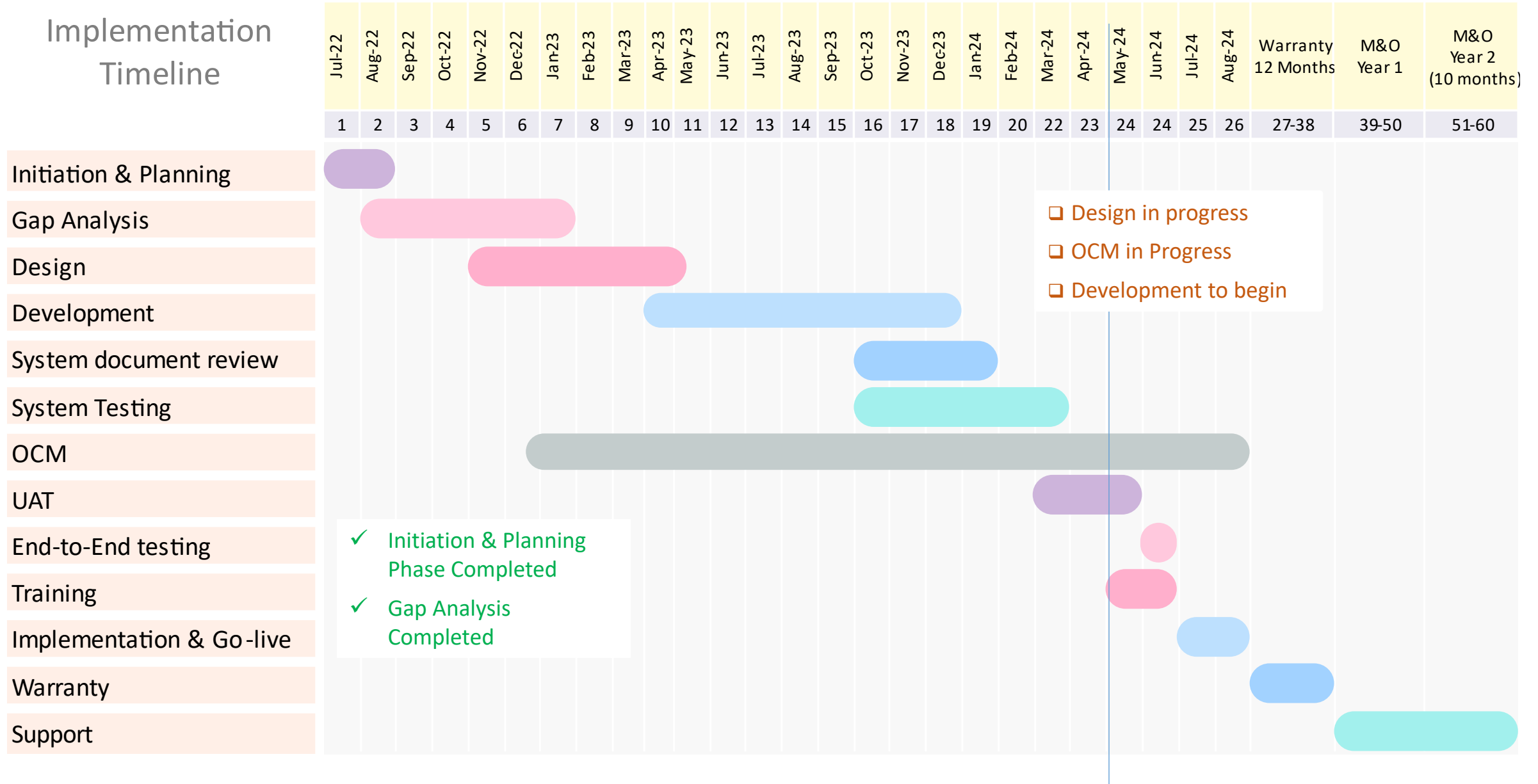
- On April 17, 2024, the agency experienced a phone outage impacting our UI contact center beginning at 3:58pm. Few callers were impacted.

Status of Modernization

- As of April 26, 2024, the agency has spent: \$21,769,887.72
- Application Design Tax and Benefits 1-3 complete
- Application Development for Benefits 1-2 complete
- Application Development for Tax Iterations 1-3 complete
- System Integration Testing for Benefits 1-2 complete
- System Integration for Tax 1-2 complete
- User Acceptance Testing for Tax (UAT) for Tax Iterations 1-2 complete, 3 is in progress

Program Timeline

Implementation Timeline



Current & Upcoming Activities

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