



UCMIC Report

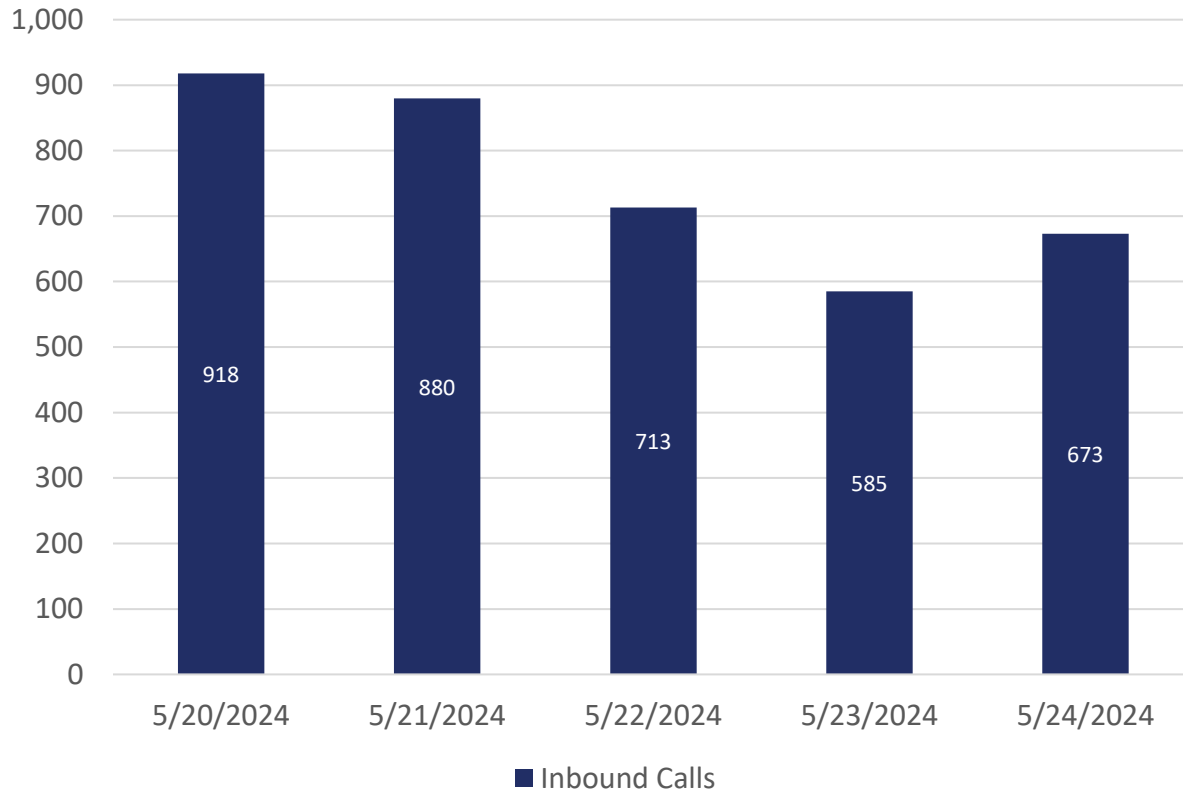
May 30, 2024

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

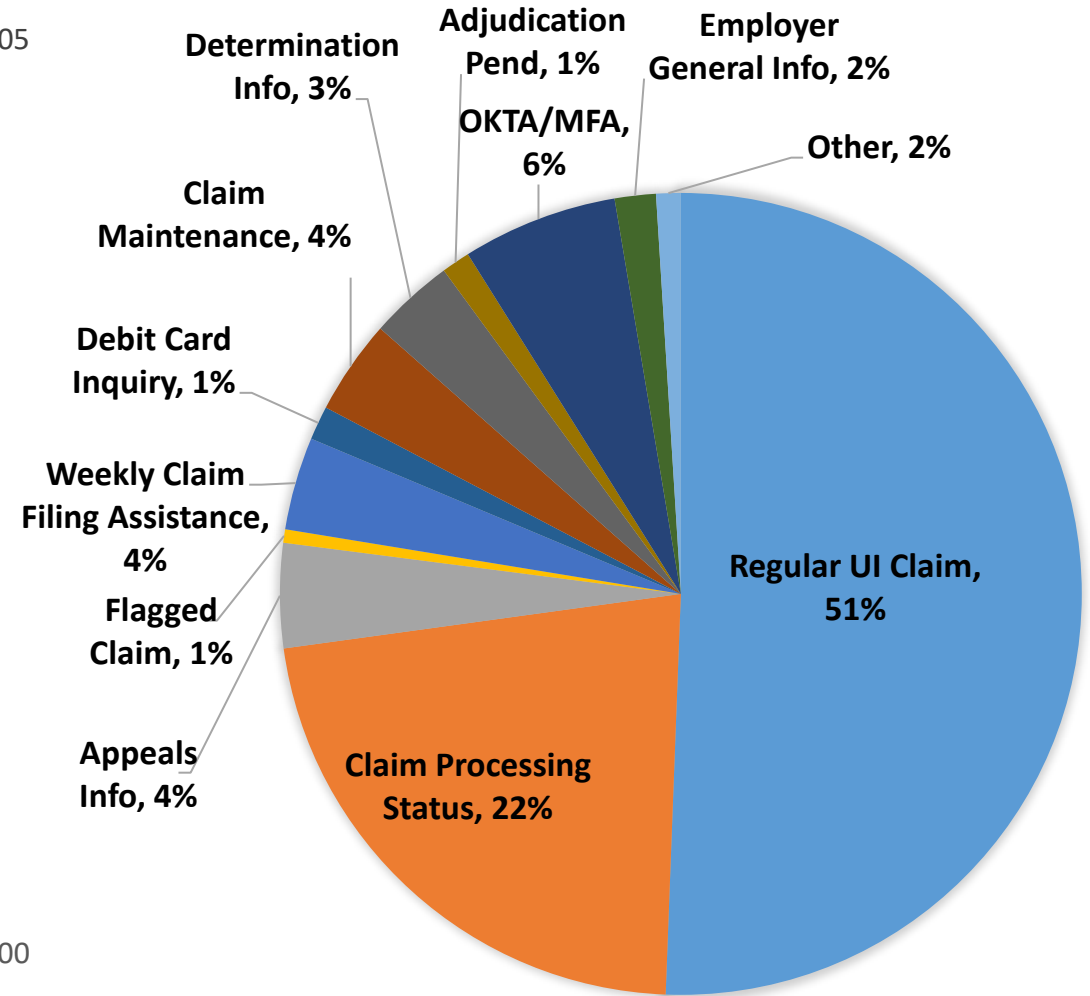
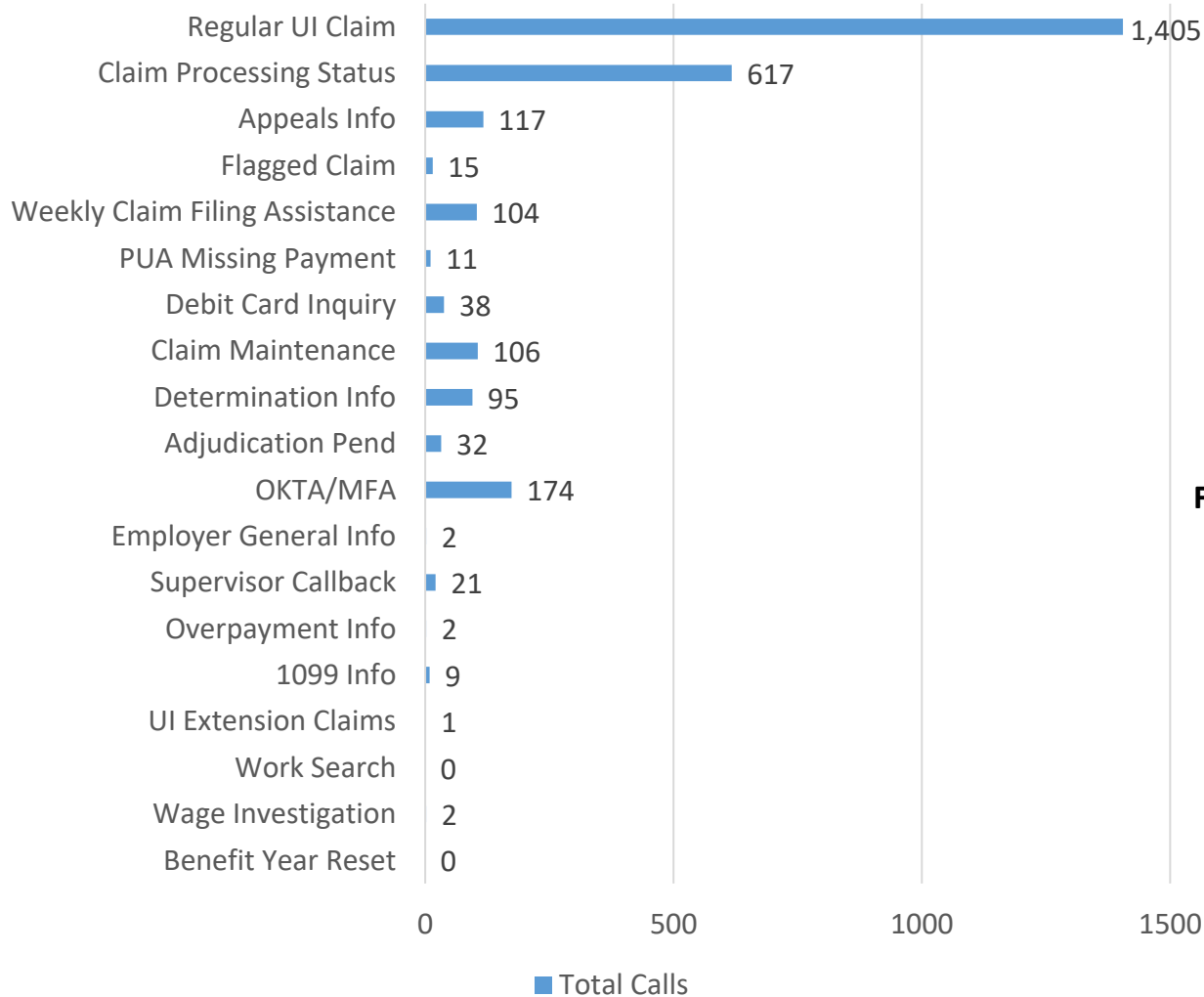


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
5/20/2024	3:26	78%	8%
5/21/2024	1:36	96%	3%
5/22/2024	1:38	98%	3%
5/23/2024	0:30	100%	1%
5/24/2024	3:00	99%	1%

Call Drivers

May 20, 2024 – May 24, 2024



Surge Capacity

KDOL



As of May 24, 2024

Shared Work

Total Plans in Effect

429

Total Employers Enrolled*

80

Total Employees**

4,444

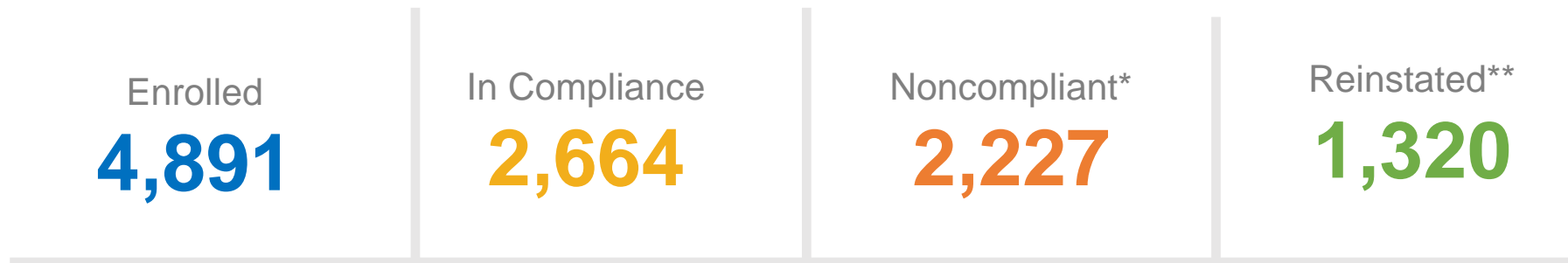
As of May 24, 2024.

**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 May 24, 2024.

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

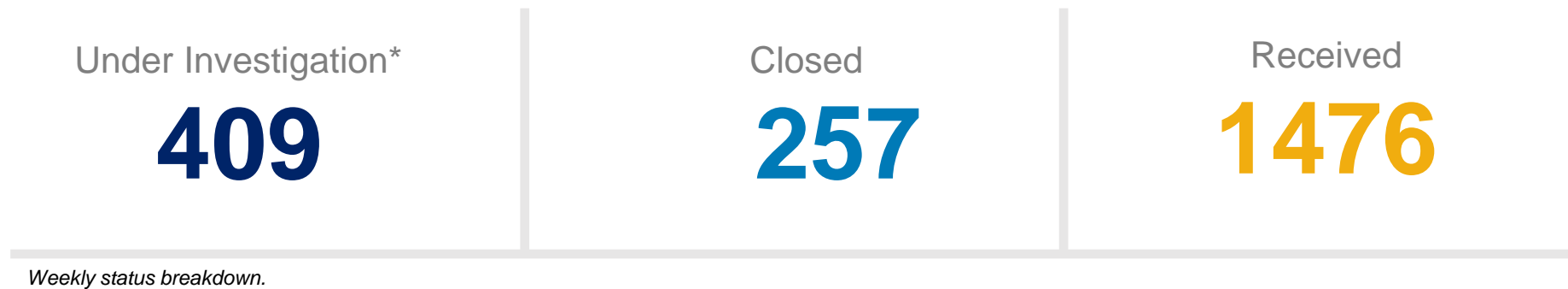
*** These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.*

Job Refusal Determinations



As of May 24, 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:

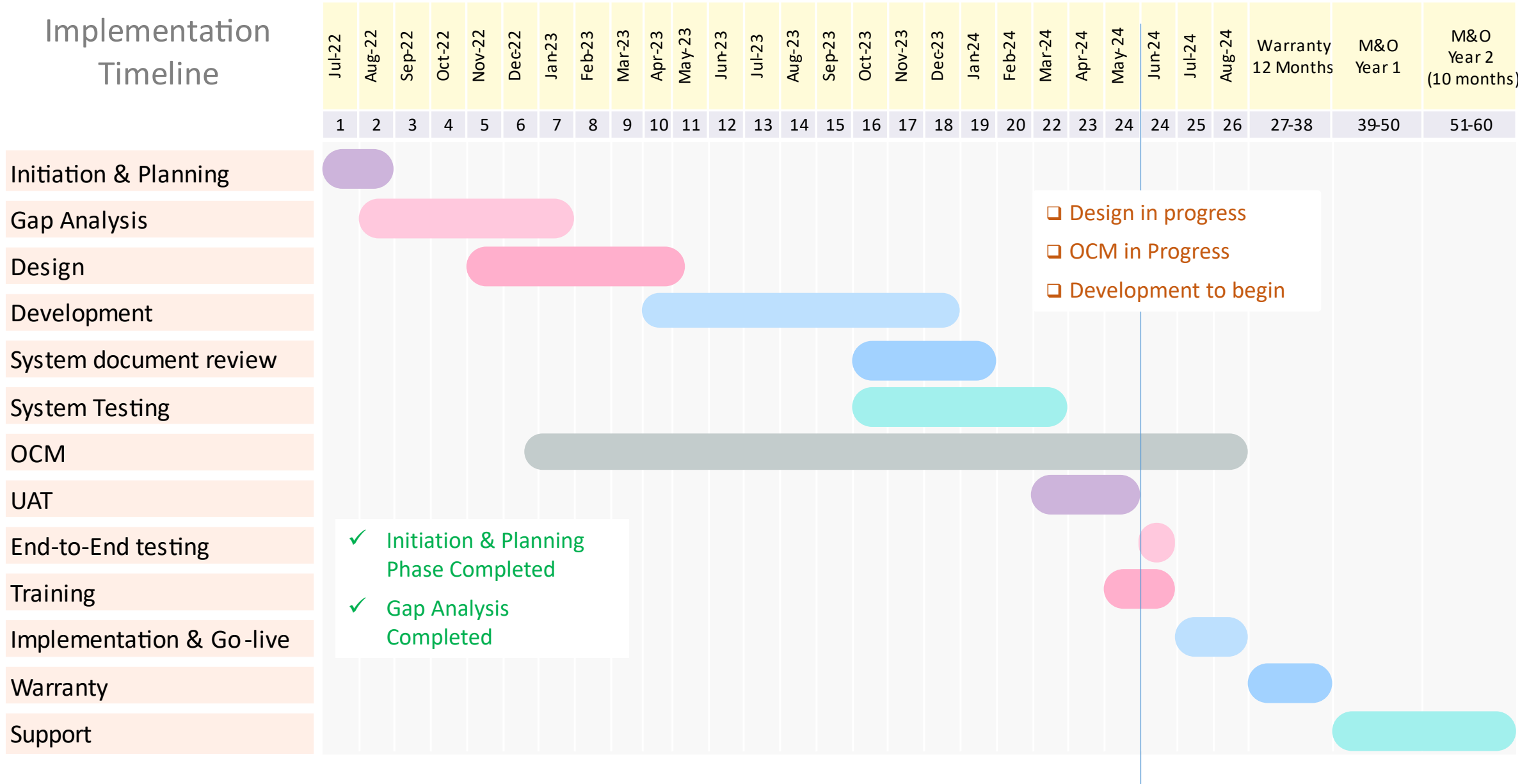
- No disruptions to report.

Status of Modernization

- As of May 24th, 2024, the agency has spent: \$22,280,493.76
- 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 1-3 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