



# UCMIC Report

June 15, 2024

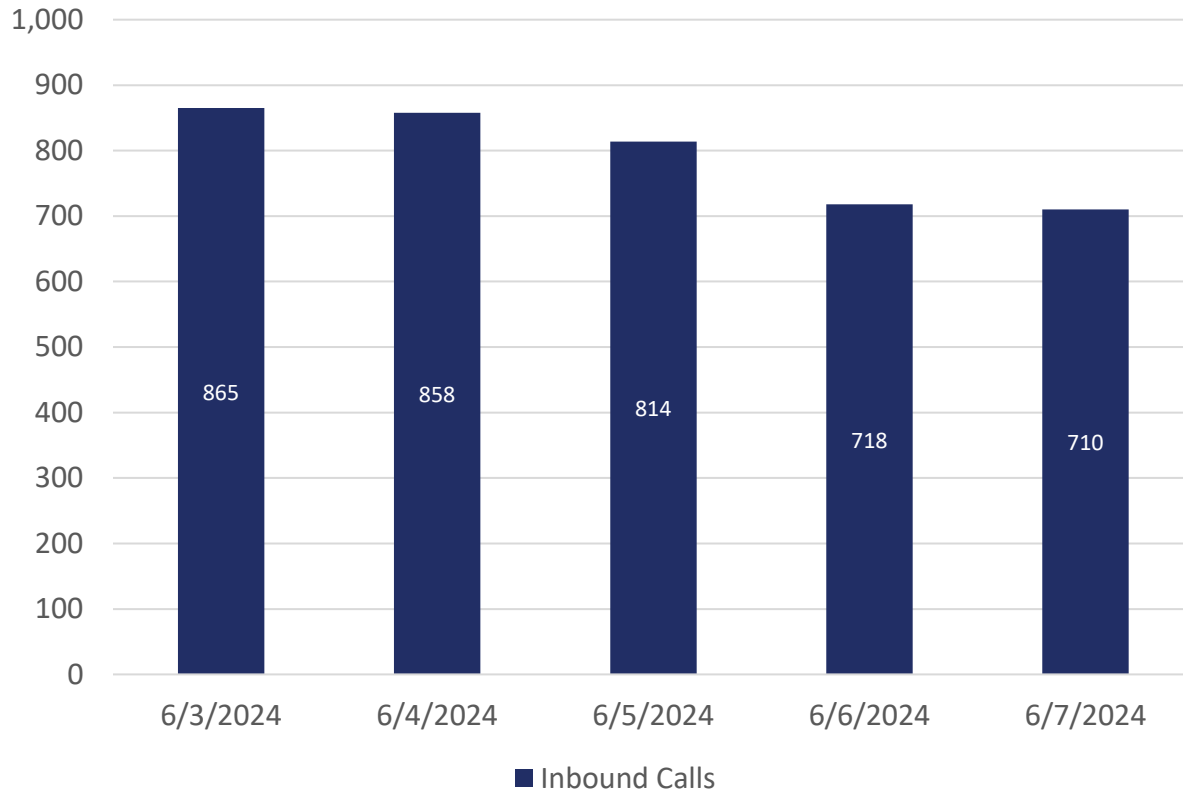
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Amber Shultz, Secretary  
Laura Kelly, Governor

# Call Center Performance Metrics

## Call Volume

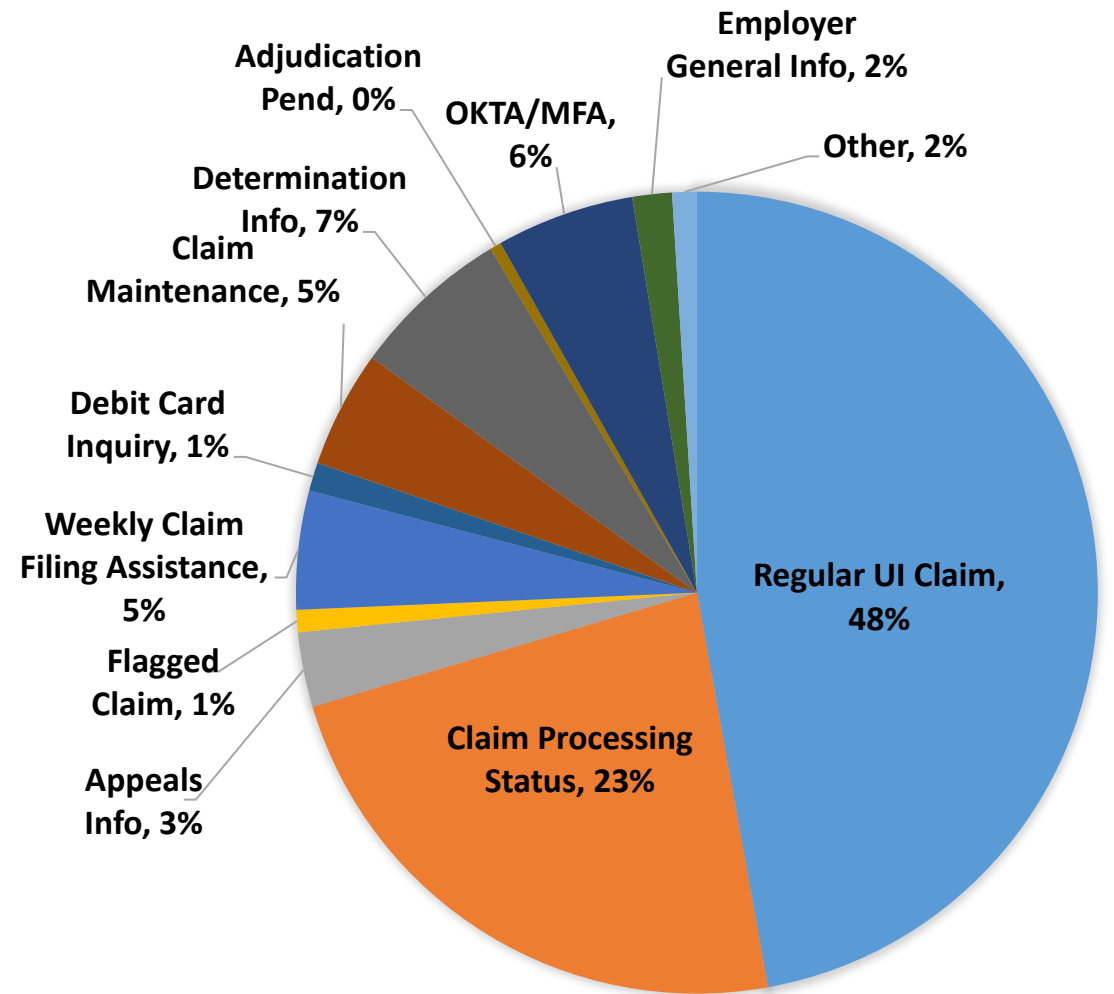
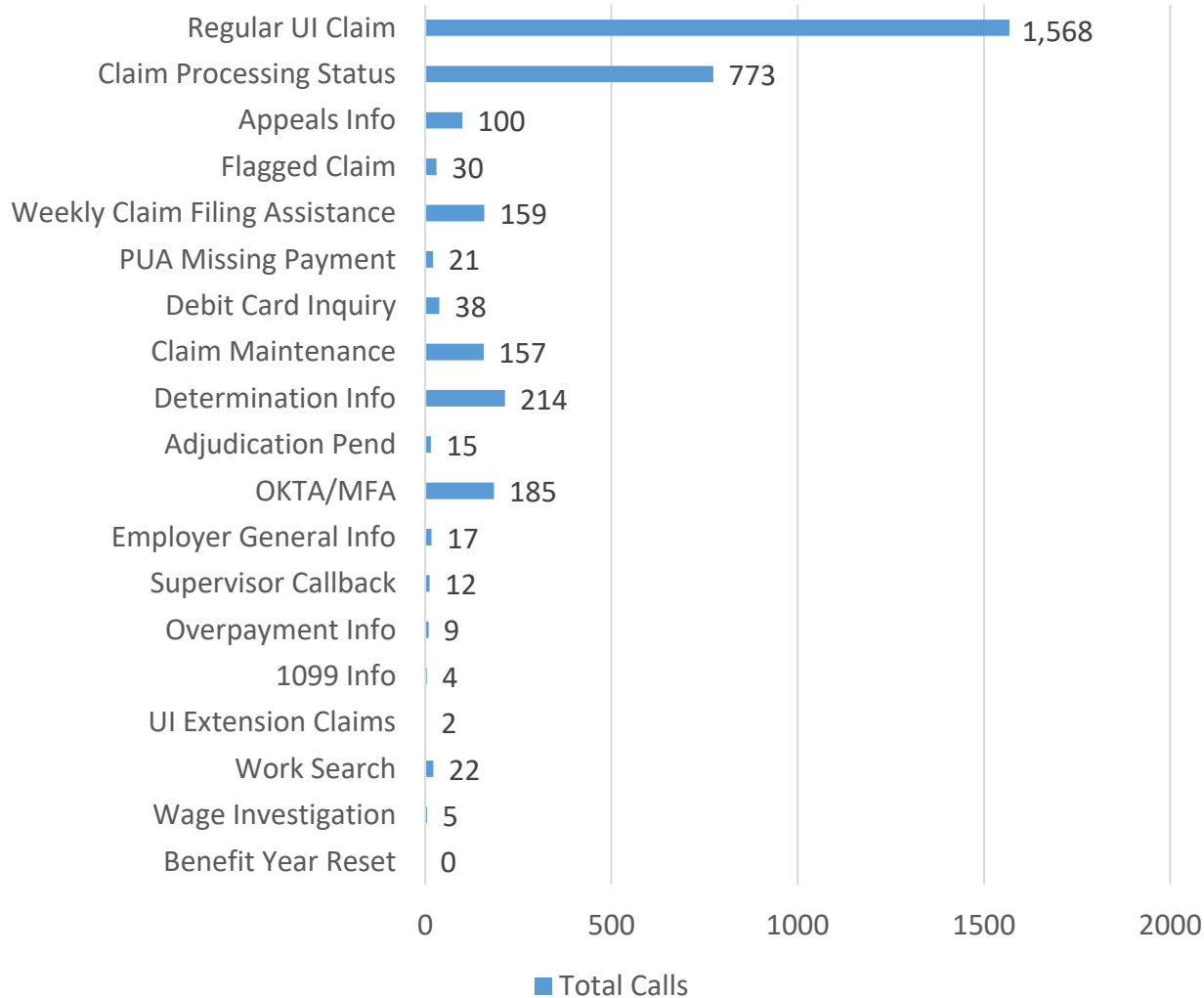


## Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>6/3/2024</b>	5:53	56%	12%
<b>6/4/2024</b>	6:04	70%	7%
<b>6/5/2024</b>	4:24	81%	7%
<b>6/6/2024</b>	8:35	97%	2%
<b>6/7/2024</b>	2:53	100%	6%

# Call Drivers

June 3, 2024 – June 7, 2024



# Surge Capacity

## KDOL



As of June 7, 2024

# Shared Work

Total Plans in Effect

**100**

Total Employers Enrolled\*

**80**

Total Employees\*\*

**3,471**

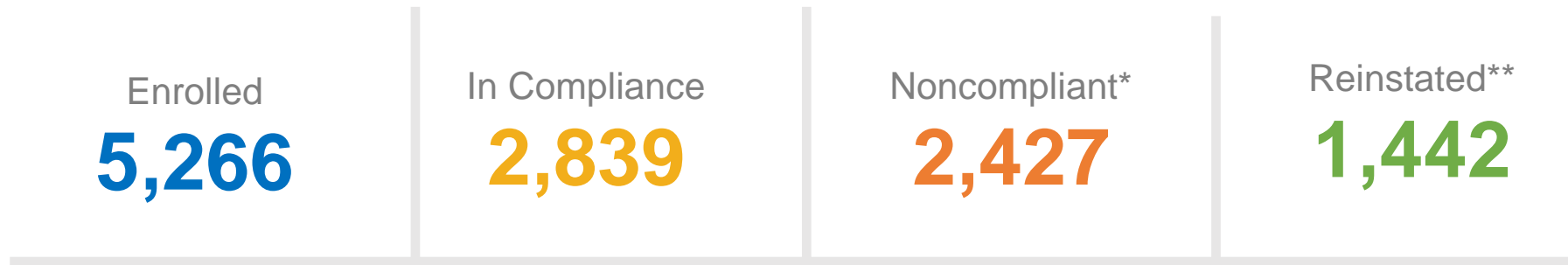
*As of June 7, 2024.*

*\*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 June 7, 2024.

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

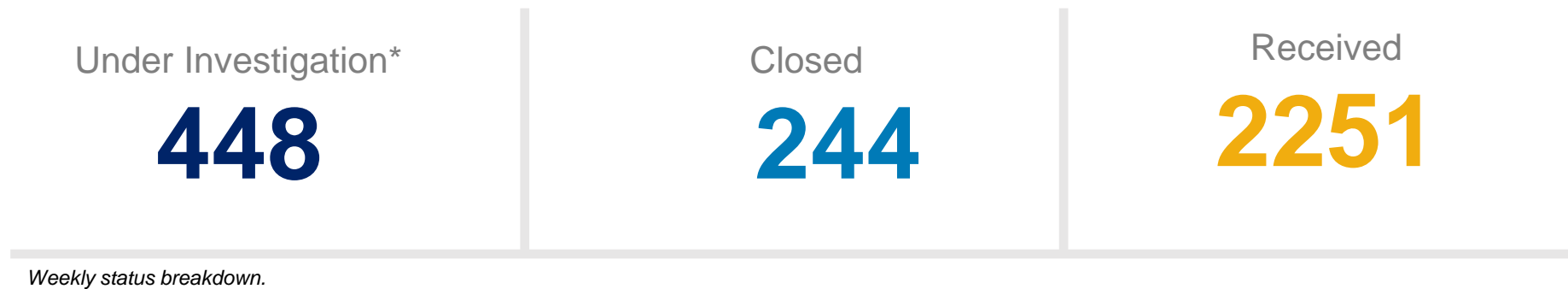
\*\* These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.

# Job Refusal Determinations



As of June 7, 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:

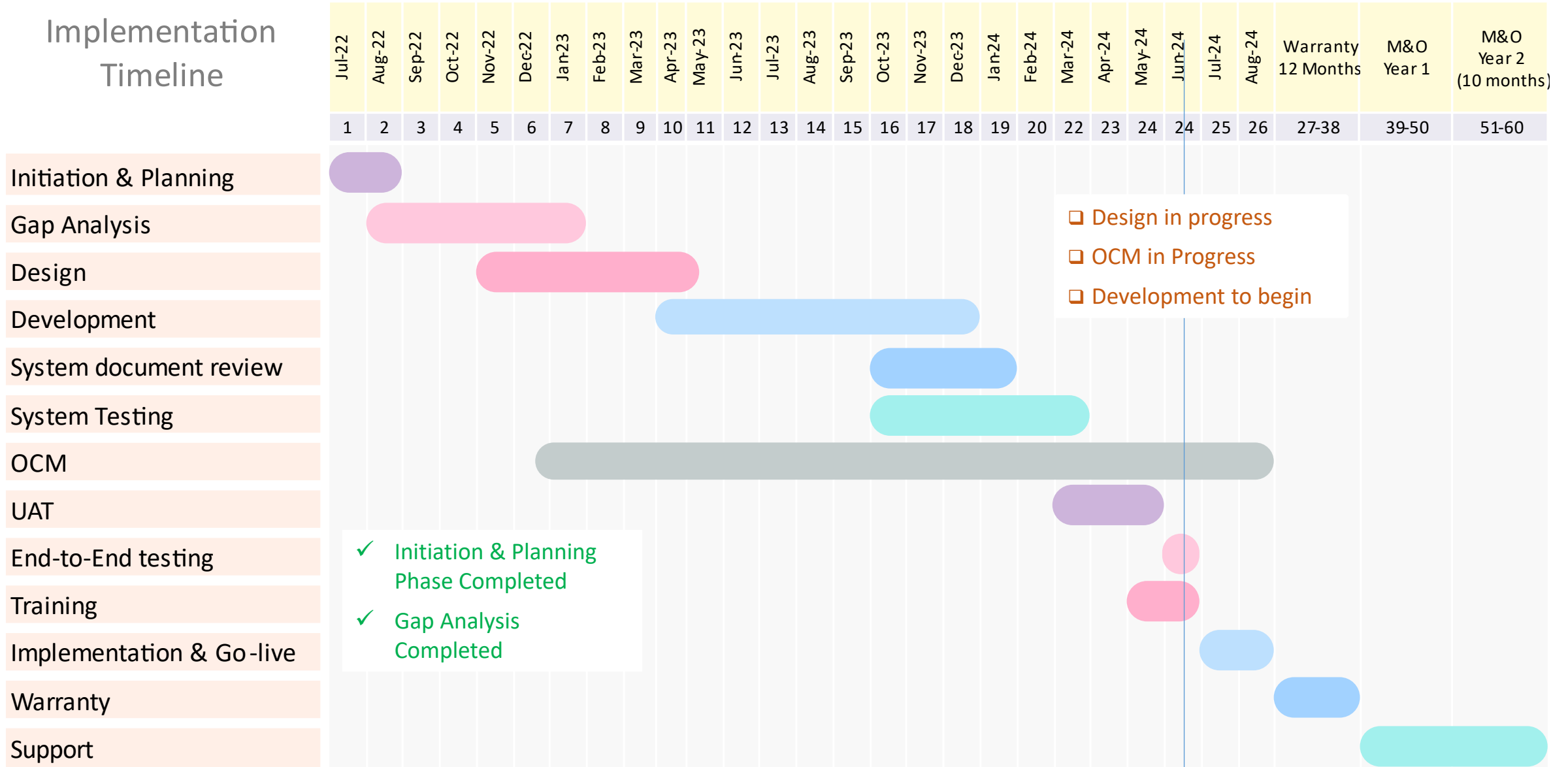
- No disruptions to report.

# Status of Modernization

- As of June 7th, 2024, the agency has spent: \$22,357,530.55
- Application Design Tax and Benefits 1-3 complete
- Application Development for Benefits 1-2 complete and Tax Iterations 1-3 complete
- System Integration Testing for Benefits 1-2 complete and Tax 1-2 complete

# Program Timeline

## Implementation Timeline



# Upcoming Activities

- Data Migration Benefits Iteration 3 System Integration Testing (SIT)
- Interface Development with Commerce, DOA and KDOR
- Train the Trainer sessions start on July 9<sup>th</sup>