

UCMIC Report

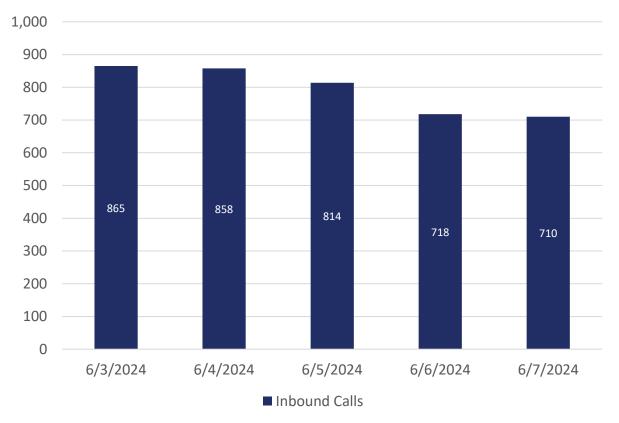
June 15, 2024-

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



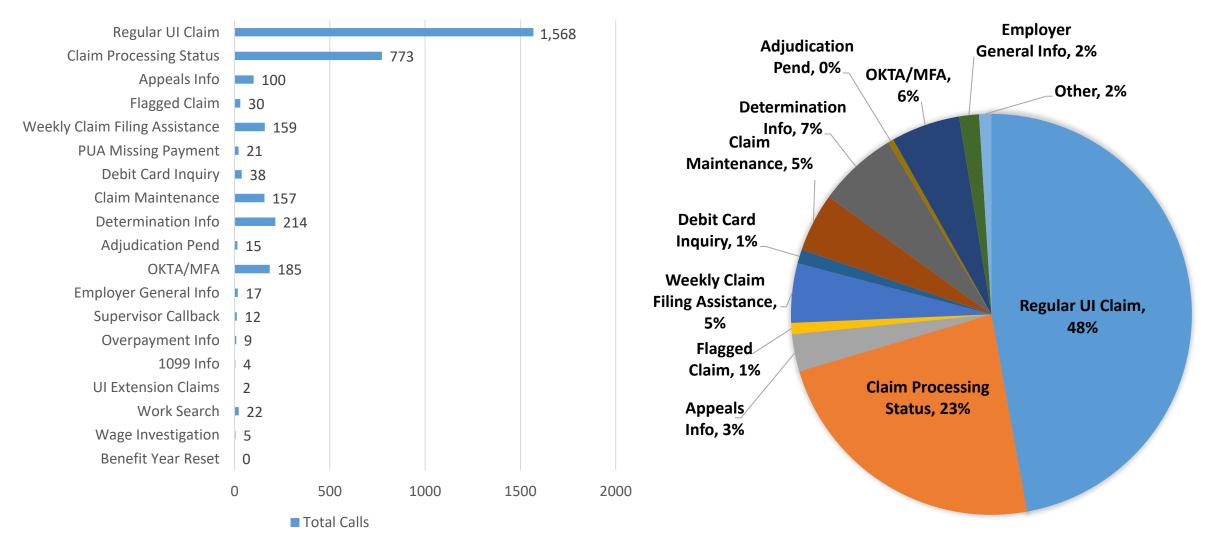
Call Metrics

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

2

Call Drivers

June 3, 2024 – June 7, 2024



Surge Capacity





Shared Work



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.

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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.

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Job Refusal Determinations



As of June 7, 2024



Fraud Case Status

Under Investigation*



Closed **244**

Received 2251

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.



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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	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	Ma y- 23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Warranty 12 Months	M&O Year 1	M&O Year 2 (10 months)
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	22	23	24	24	25	26	27-38	39-50	51-60
Initiation & Planning																													
Gap Analysis																						Des	ign	in p	orog	ress	;		
Design																							M in						
Development																						Dev	elo	pme	ent	to b	egin		
System document review																													
System Testing																													
OCM																													
UAT																													
End-to-End testing	•	✓ Initiation & Planning Phase Completed																											
Training		Phase Completed ✓ Gap Analysis																											
Implementation & Go-live		Completed																											
Warranty																													
Support																													

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 9th