



UCMIC Report

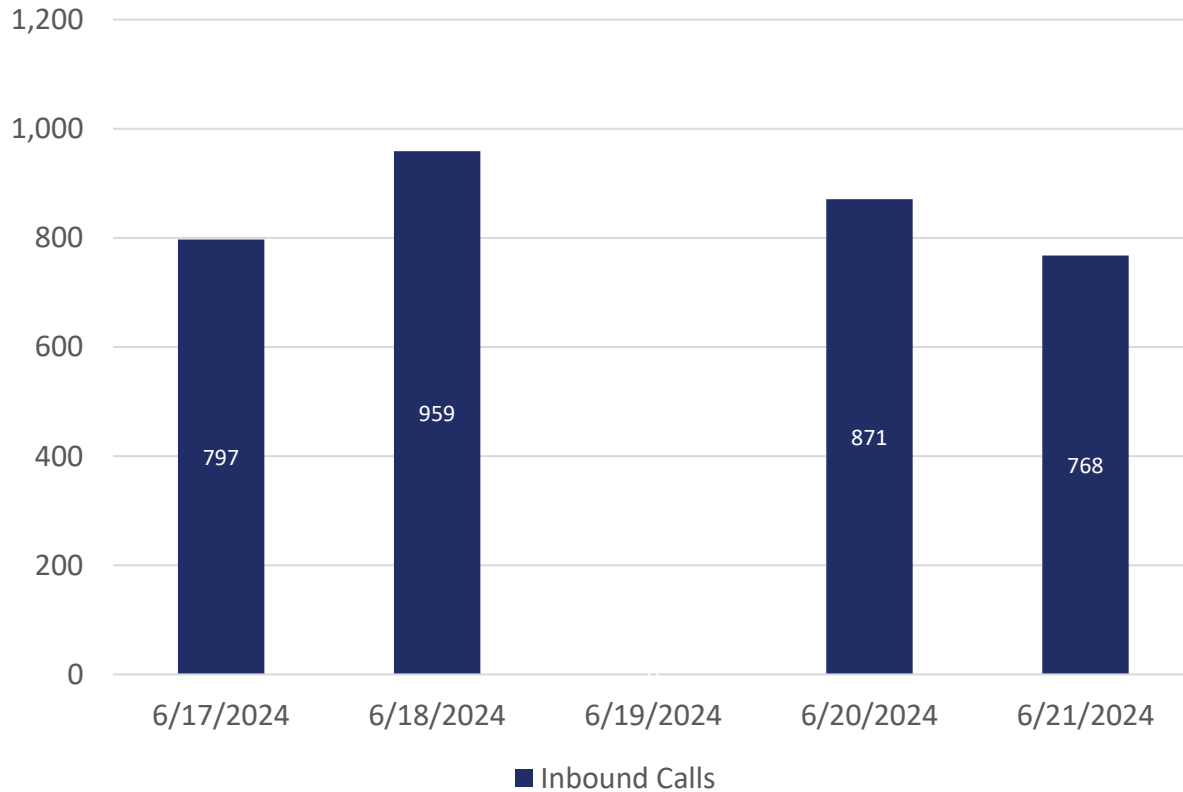
June 30, 2024

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume



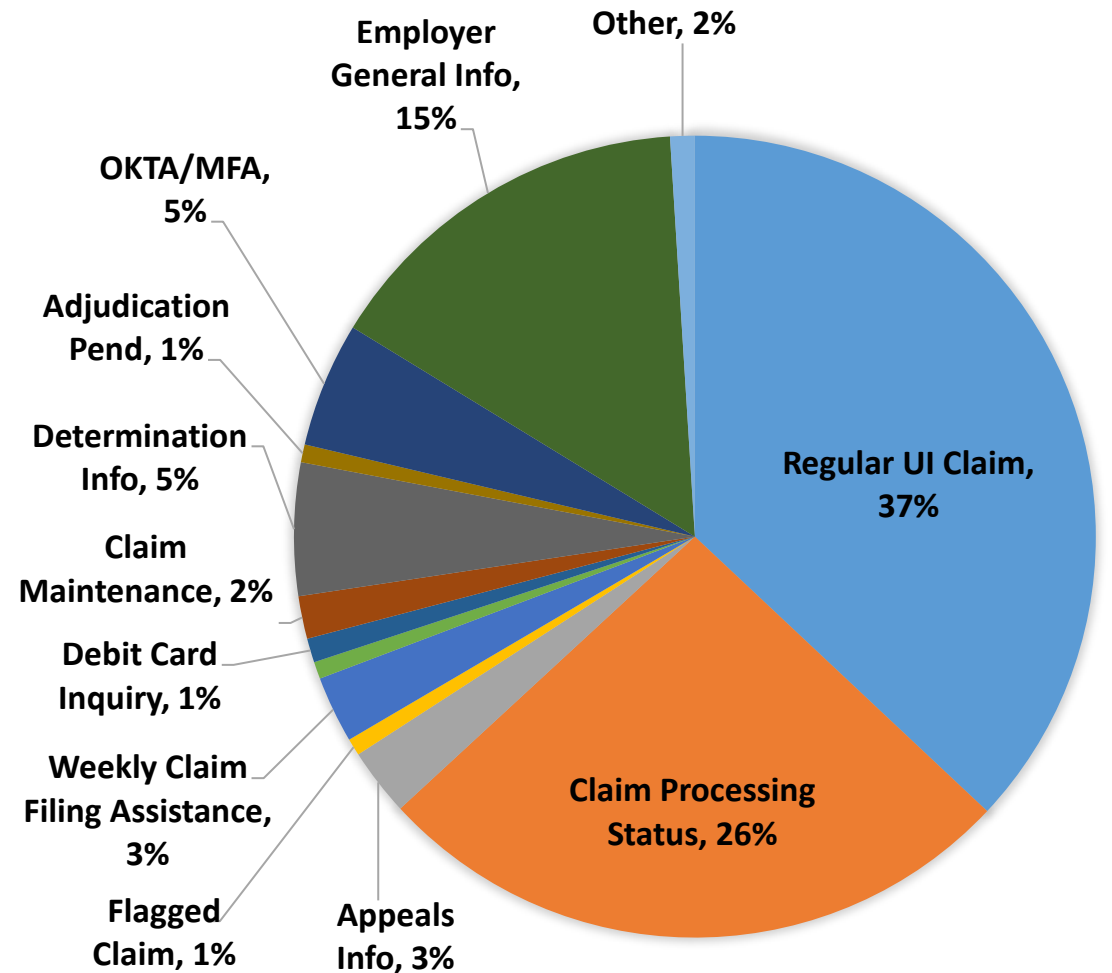
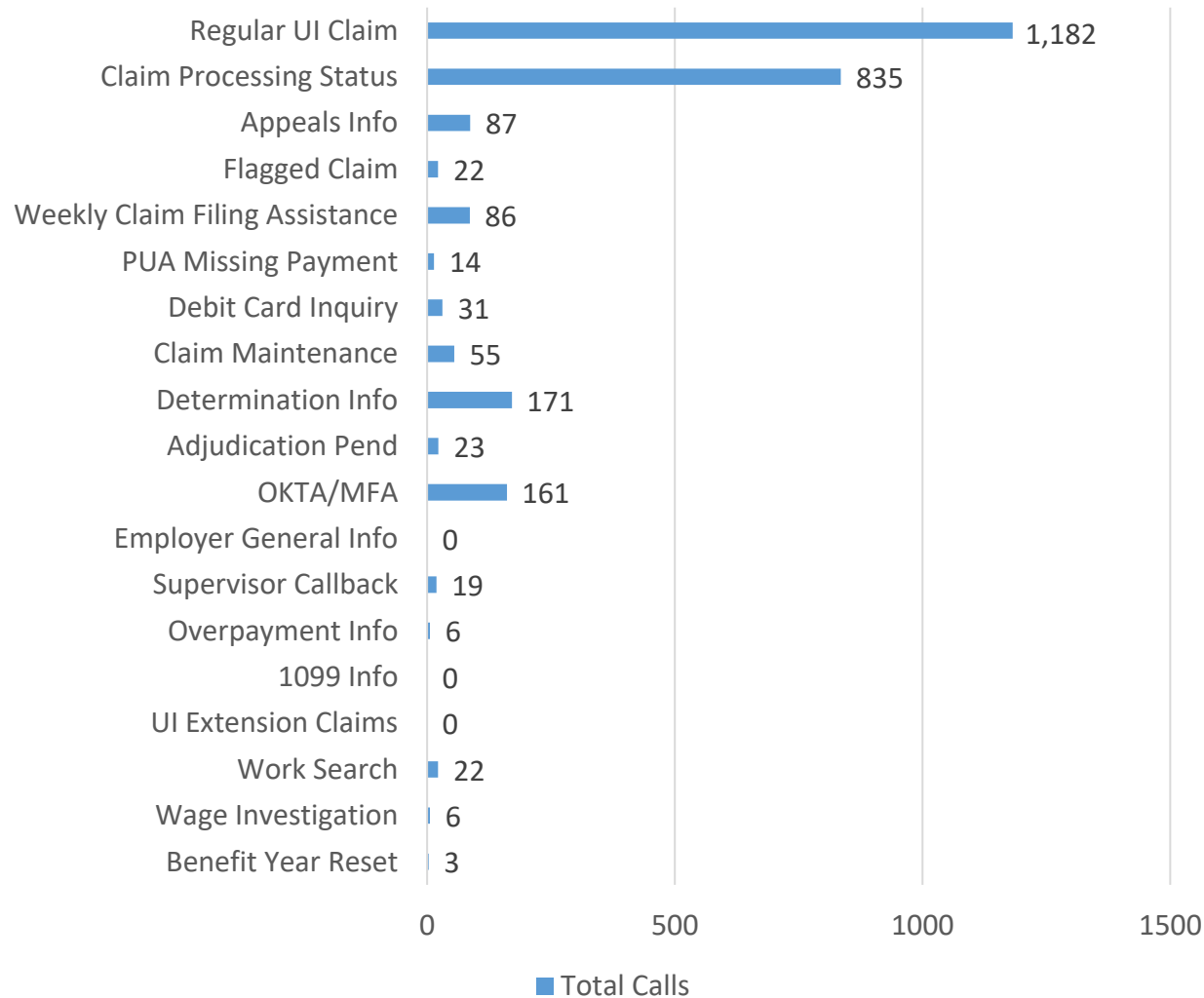
Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
6/17/2024	7:54	44%	13%
6/18/2024	3:24	75%	5%
6/19/2024	0:00	0%	0%
6/20/2024	5:42	66%	10%
6/21/2024	3:04	81%	6%

All state agencies closed on June 19, 2024

Call Drivers

June 17, 2024 – June 21, 2024



Surge Capacity

KDOL



As of June 21, 2024

Shared Work

Total Plans in Effect

110

Total Employers Enrolled*

77

Total Employees**

3,884

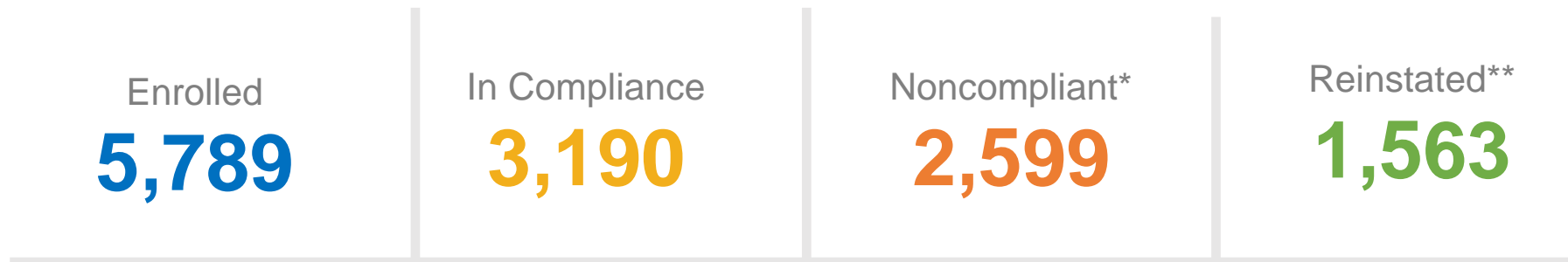
As of June 21, 2024.

**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 21, 2024.

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

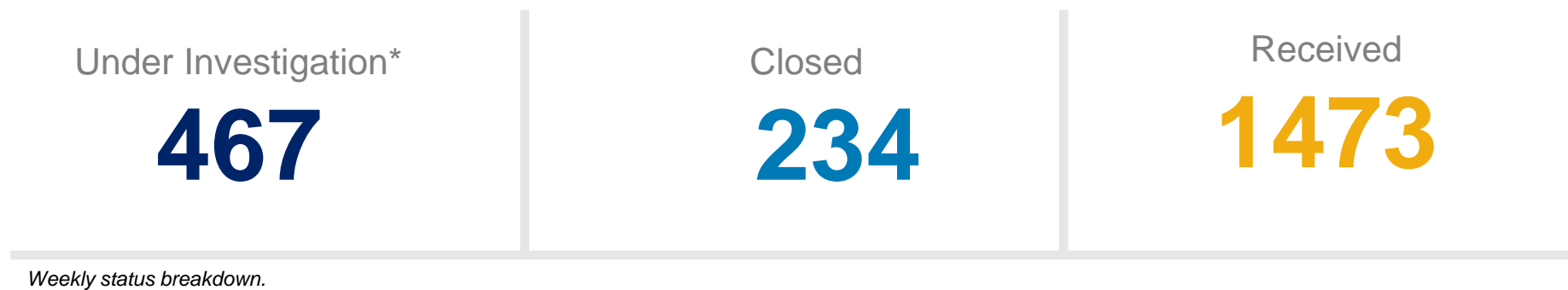
*** These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.*

Job Refusal Determinations



As of June 21, 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:

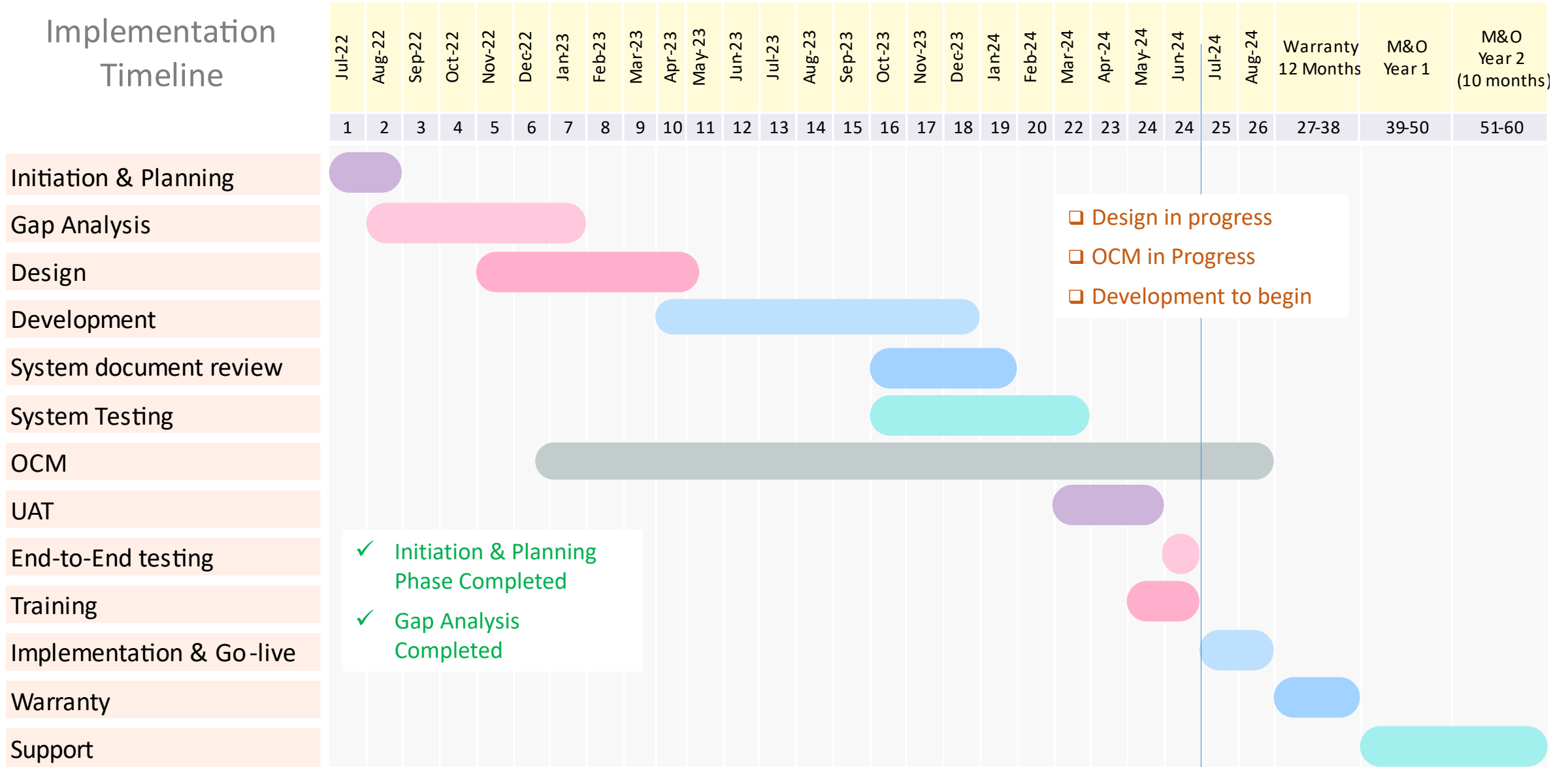
- State agencies were closed June 19, 2024.

Status of Modernization

- As of June 21, 2024, the agency has spent: \$22,546,703.84
- 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
- KDOL Trainers will train internal staff in August