

# **UCMIC Report**

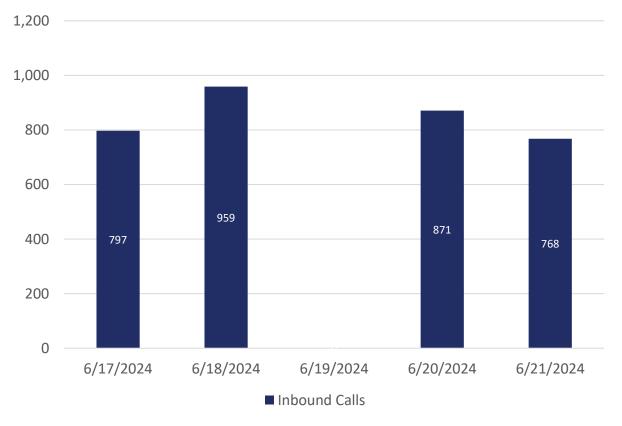
June 30, 2024-

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**

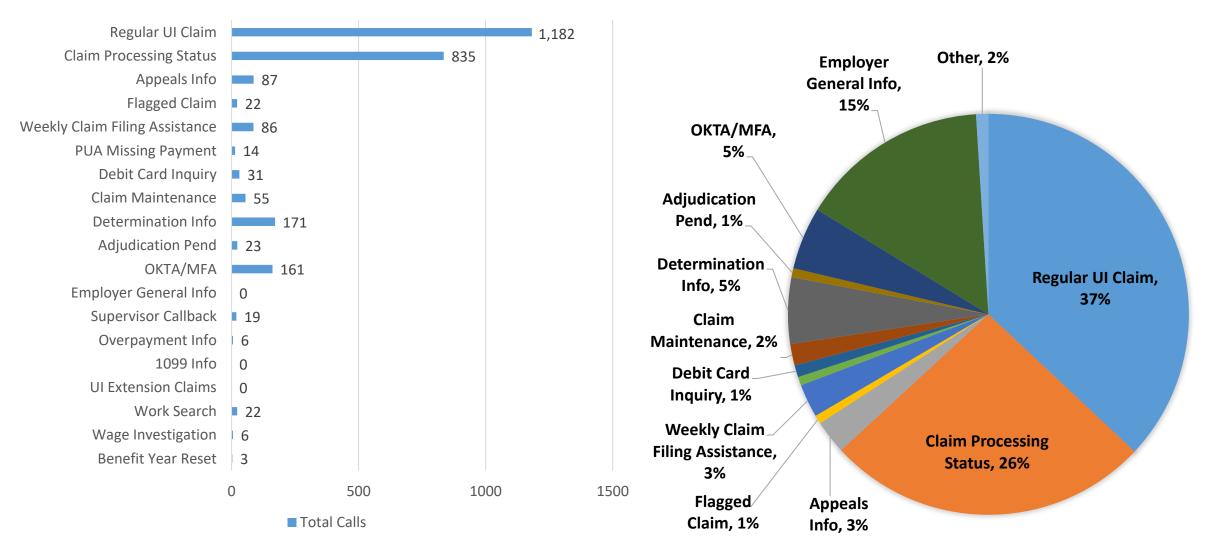
	Average Speed to Answer	Unique Callers Helped	Calls Abandoned					
6/17/2024	7:54	44%	13%					
6/18/2024	3:24	75%	5%					
6/19/2024	0:00	0%	0%					
6/20/2024	5:42	66%	10%					
6/21/2024	3:04	81%	6%					

All state agencies closed on June 19, 2024

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### **Call Drivers**

June 17, 2024 – June 21, 2024



# **Surge Capacity**





# **Shared Work**



As of June 21, 2024.

\*Some employers are enrolled in simultaneous Shared Work Programs.

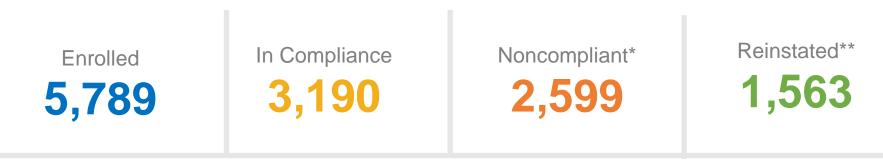
\*\*This number refers to the total number of employees at the companies enrolled in Shared Work, not the number of claimants receiving benefits each week.

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# **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.

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# **Job Refusal Determinations**



Total Claimants Denied Benefits as Result of Determination

91

Total Claimants Found to Have Good Cause for Job Refusal 24

As of June 21, 2024



# **Fraud Case Status**



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:

• 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	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	Ma <del>y-</del> 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	sign	in p	orog	ress			
Design																							M ir		-				
Development																						Dev	/elo	pme	ent f	to b	egin		
System document review																													
System Testing																													
OCM																													
UAT																													
End-to-End testing	•	<ul> <li>✓ Initiation &amp; Planning Phase Completed</li> <li>✓ Gap Analysis</li> </ul>																											
Training																													
Implementation & Go-live	Completed																												
Warranty																													
Support																													

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# **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