

UCMIC Report

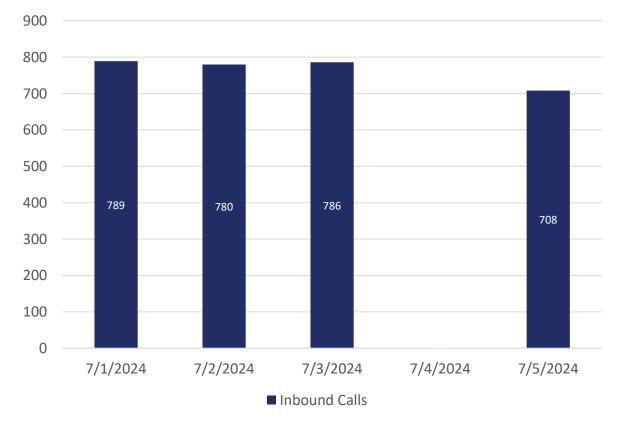
July 15, 2024-

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

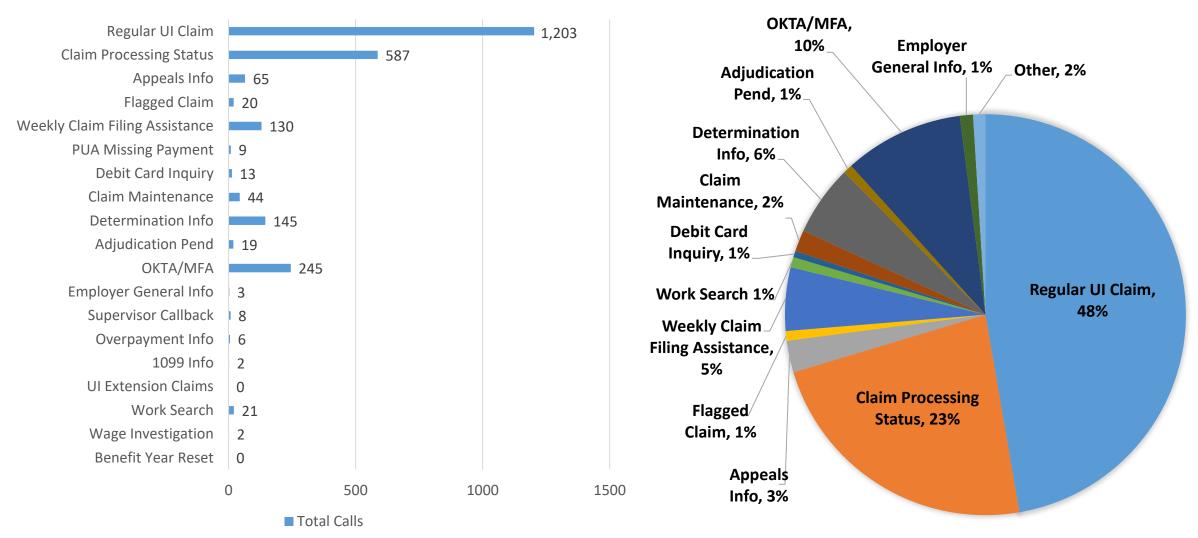
	Average Speed to Answer	Unique Callers Helped	Calls Abandoned					
7/1/2024	9:25	51%	12%					
7/2/2024	7:48	53%	8%					
7/3/2024	7:09	63%	6%					
7/4/2024	0:00	0%	0%					
7/5/2024	4:26	69%	8%					

All state agencies closed on July 4, 2024

2

Call Drivers

July1, 2024 – July 5, 2024



3

Surge Capacity





Shared Work



As of July 5, 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 July 5, 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

94

Total Claimants Found to Have Good Cause for Job Refusal 24

As of July 5, 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 July 4, 2024.

Status of Modernization

- As of July 5, 2024, the agency has spent: \$22,617,313.23
- 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

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	May-24	Jun-24	Jul-24	Aug-24	Sep-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	21	22	23	24	25	26	27	28-38	39-50	51-60
Initiation & Planning			V																											
Gap Analysis									,																					
Design																														
Development																														
System Doc Review																														
System Testing																														
OCM																														
UAT																														
End-to-End Testing																														
Training																														
Implementation/Go-Live																														
Warranty																														
Support																														

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Upcoming Activities

- System Integration Testing for Benefits 3 and Tax 3 almost complete
- User Acceptance Testing for Benefits 1-3 and Tax 3 almost complete
- Benefits Iteration 4 development almost complete
- Interface Development with Commerce, DOA and KDOR
- First round of Train the Trainer will continue through July. KDOL Trainers will train internal staff in August