



UCMIC Report

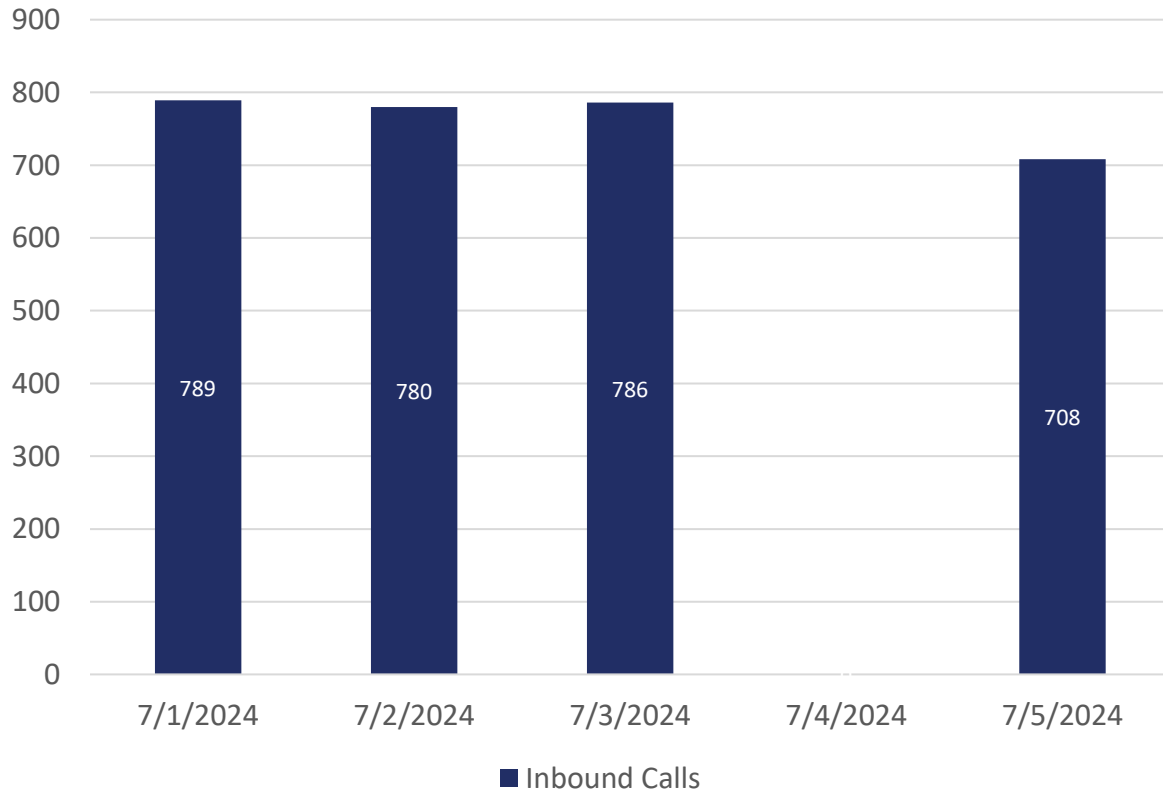
July 15, 2024

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume



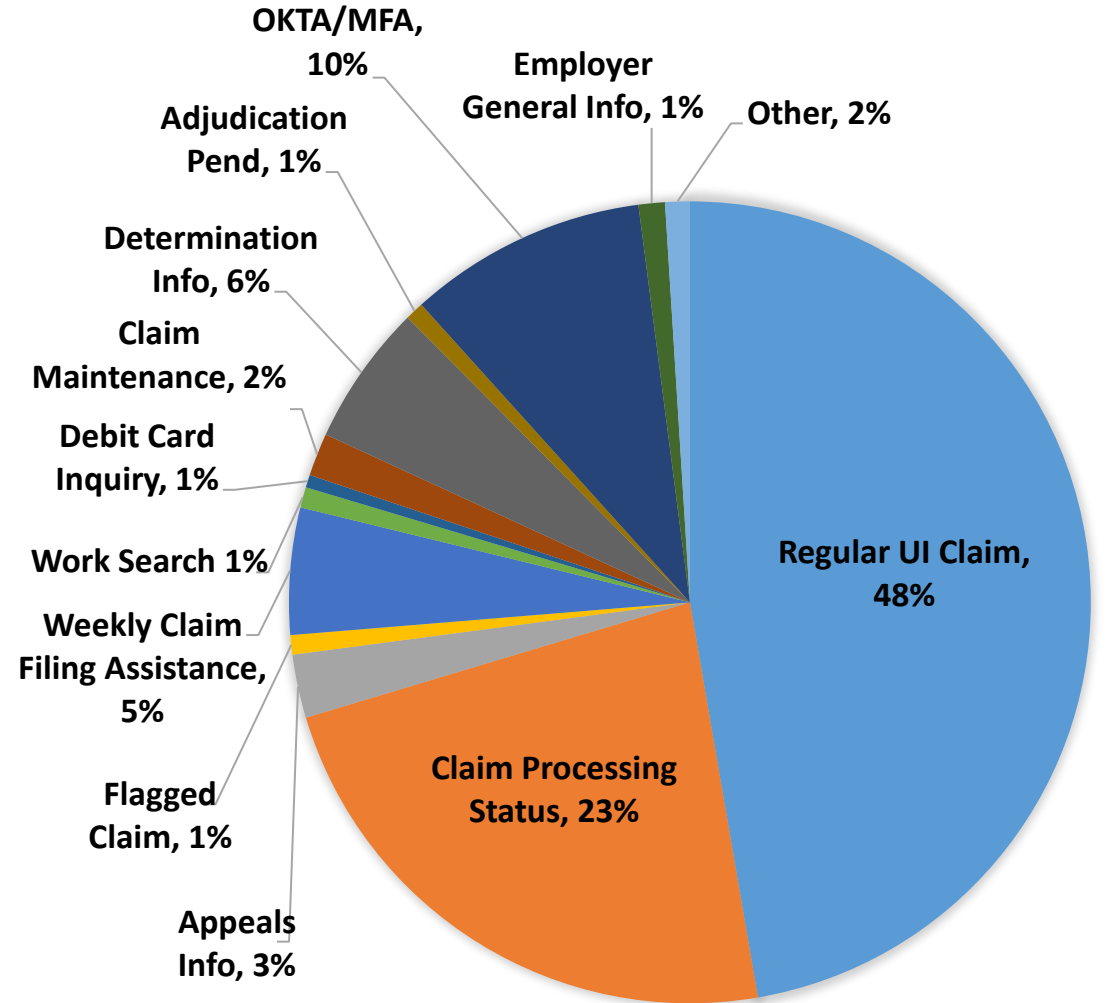
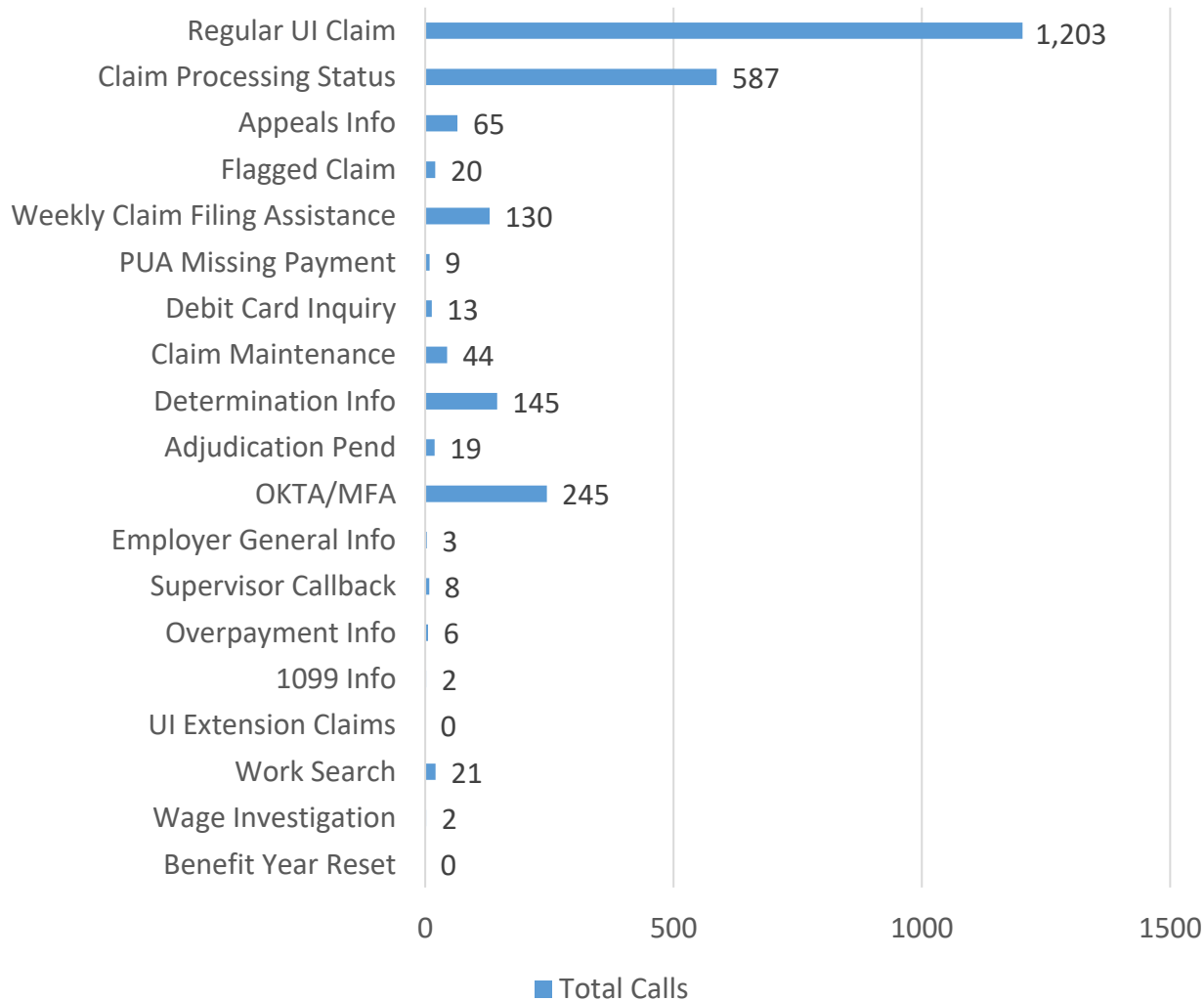
Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
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

Call Drivers

July 1, 2024 – July 5, 2024



Surge Capacity

KDOL



As of July 5, 2024

Shared Work

Total Plans in Effect

114

Total Employers Enrolled*

78

Total Employees**

4,039

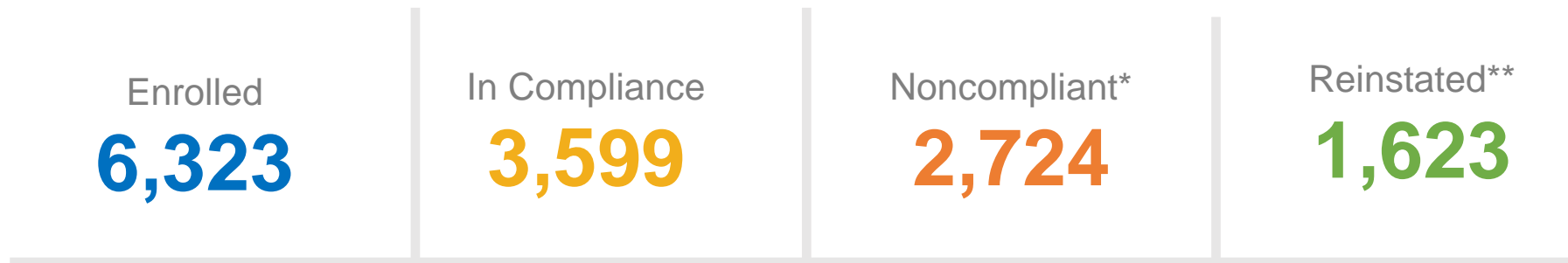
As of July 5, 2024.

**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.*

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.*

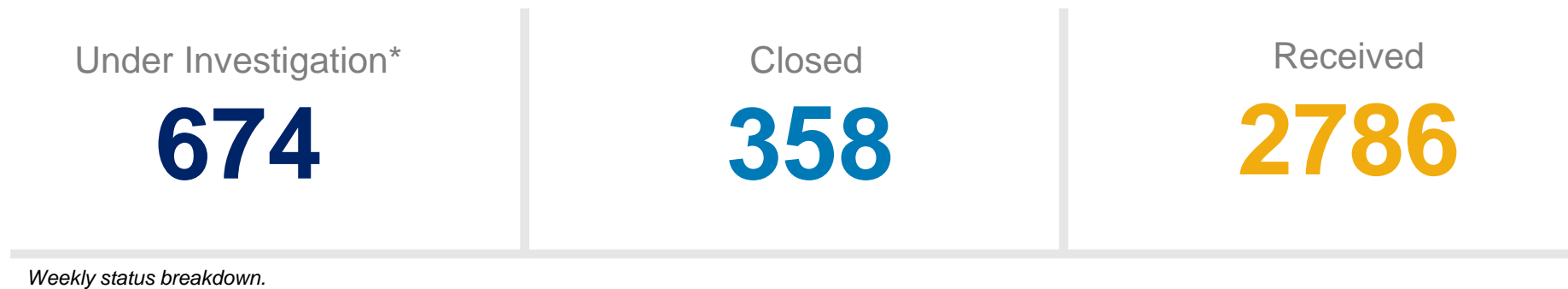
*** These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.*

Job Refusal Determinations



As of July 5, 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.*

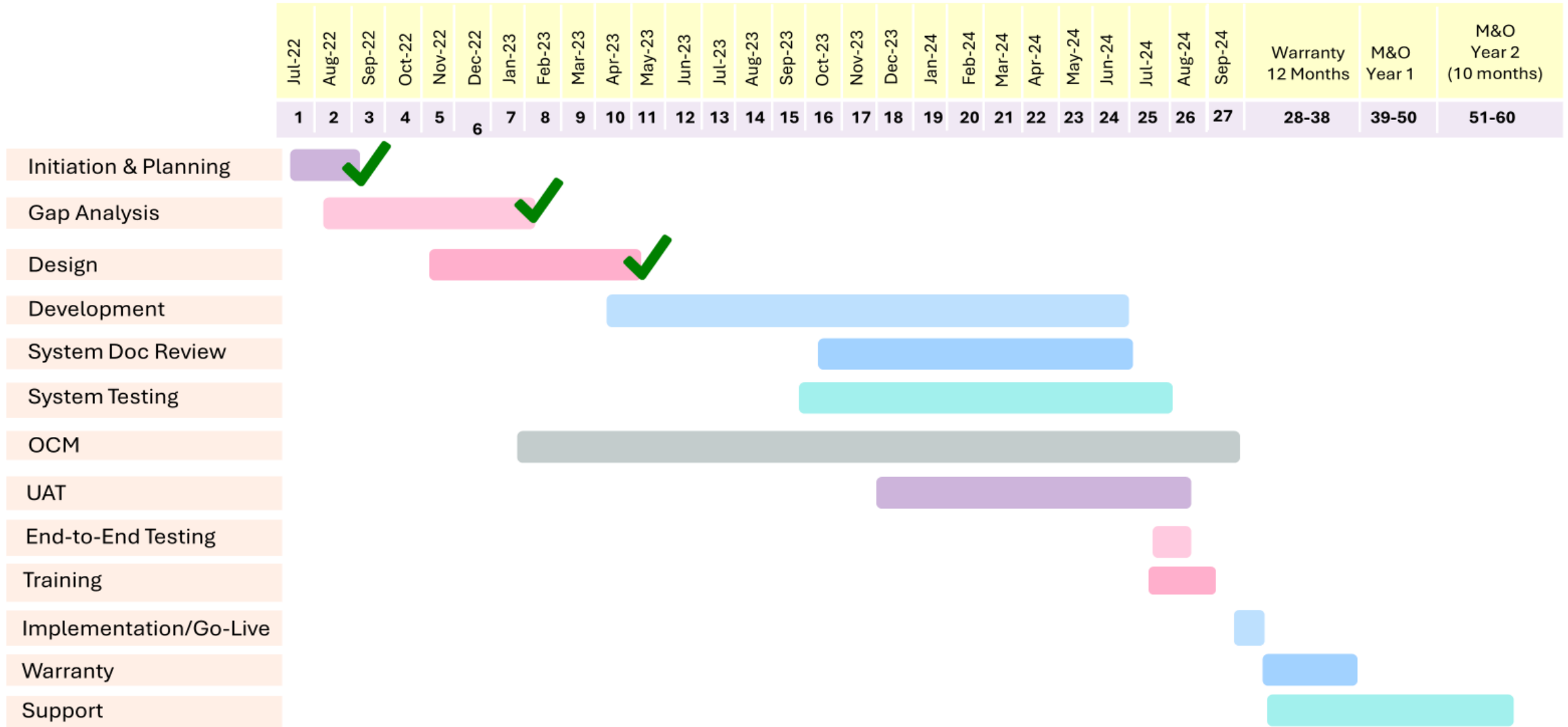
The following disruptions were reported:

- State agencies were closed 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



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