



UCMIC Report

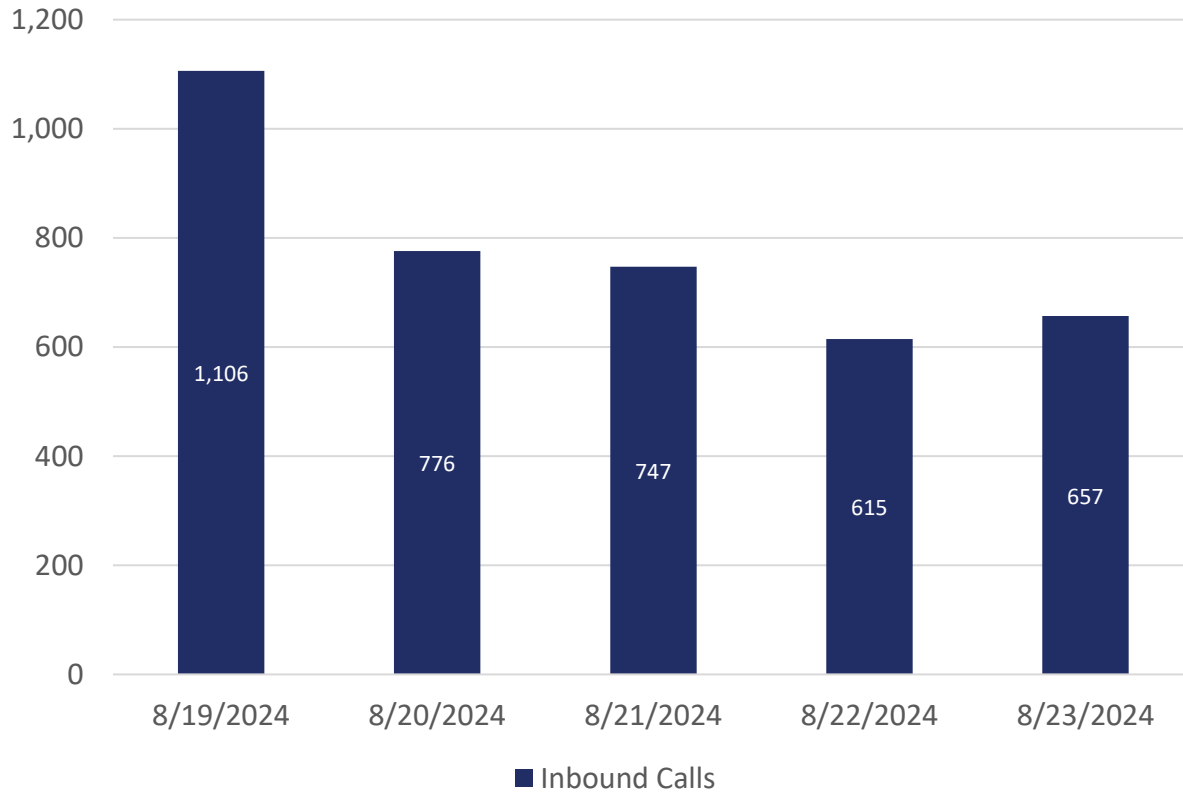
August 30, 2024

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

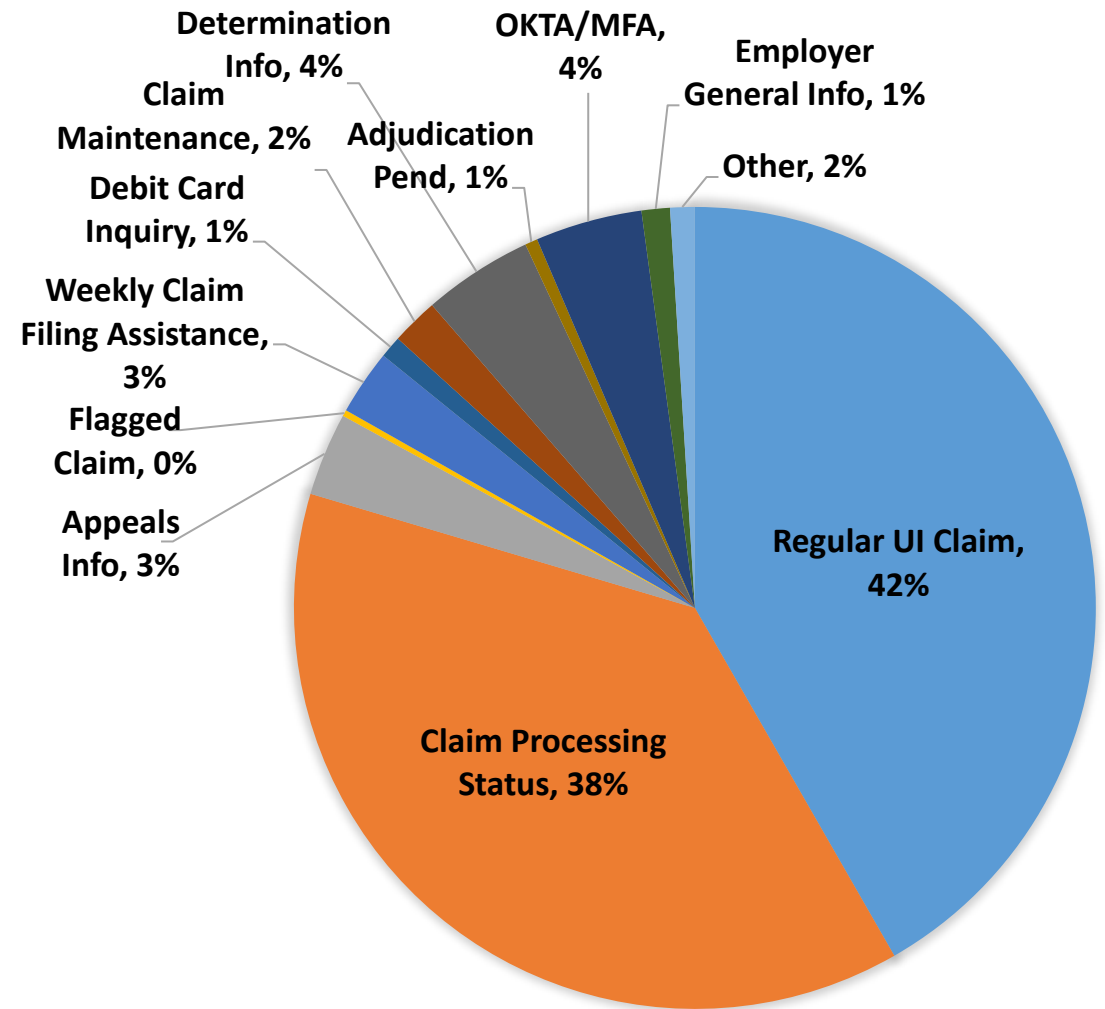
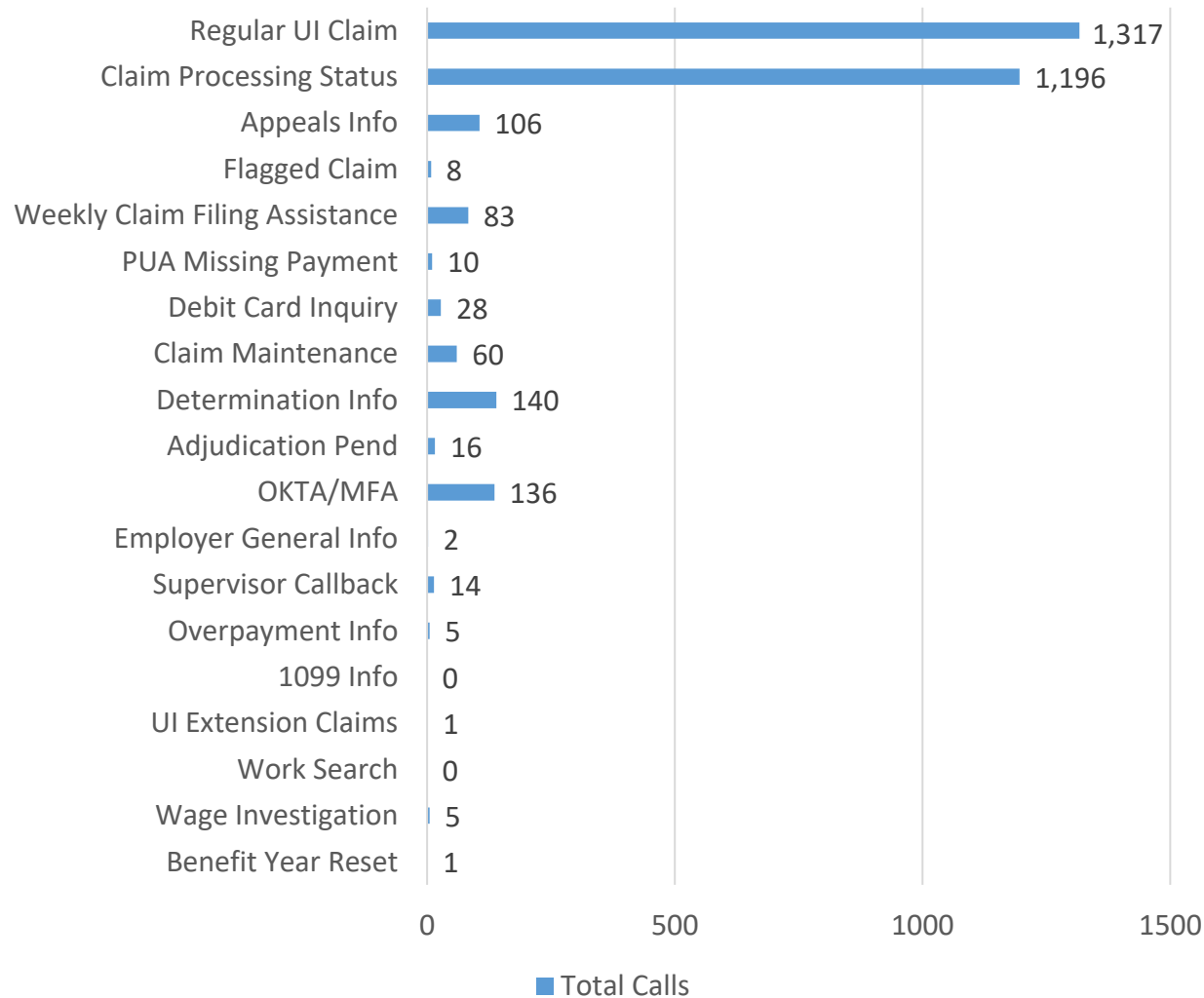


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
8/19/2024	3:31	85%	5%
8/20/2024	3:28	87%	3%
8/21/2024	1:24	97%	2%
8/22/2024	0:56	99%	1%
8/23/2024	1:23	99%	2%

Call Drivers

August 19, 2024 – August 23, 2024



Surge Capacity

KDOL



As of August 23, 2024

Shared Work

Total Plans in Effect

129

Total Employers Enrolled*

84

Total Employees**

4,382

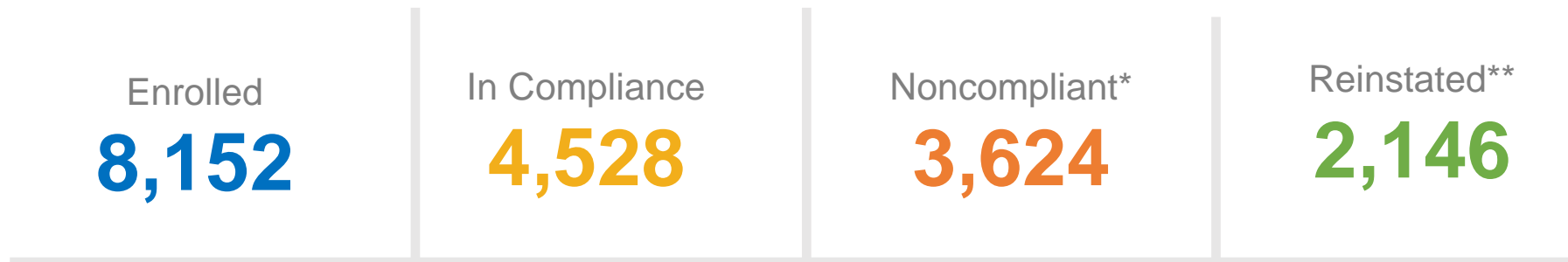
As of August 23, 2024.

**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 August 23, 2024.

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

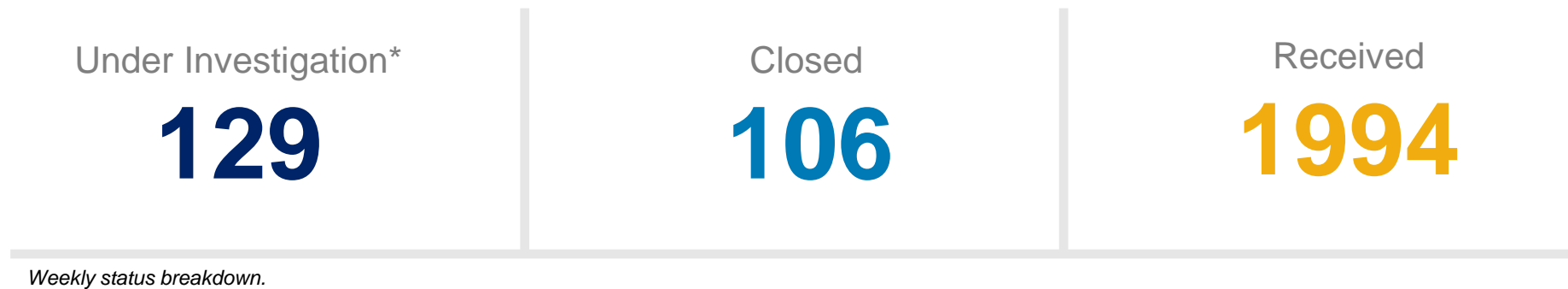
*** These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.*

Job Refusal Determinations



As of August 23, 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:

- No disruptions to report.

Status of Modernization

1. UI/IT Modernization Project

a. Current Priorities:

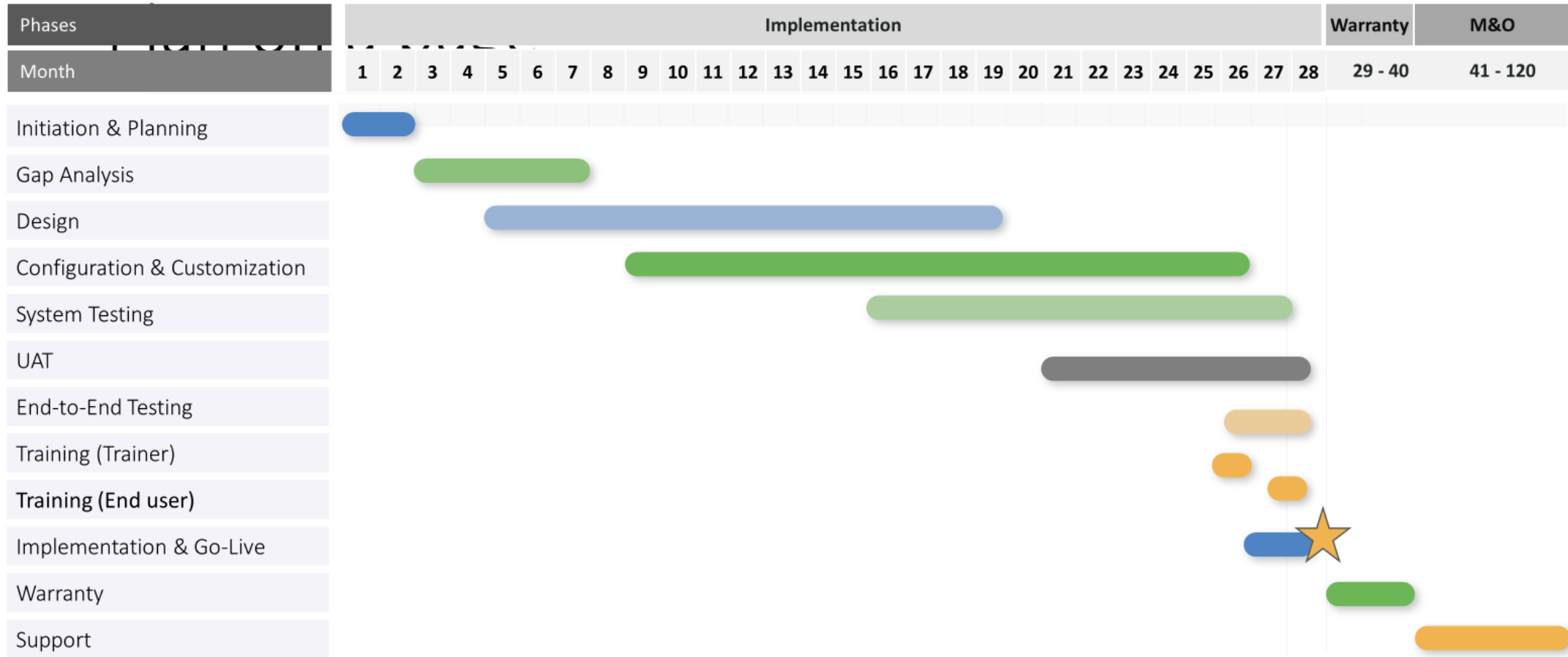
- a. Interface testing with external partners
- b. Data migration and validation
- c. Training material development
- d. Communication and outreach planning

b. Data Migration

- a. Iteration 3 system testing -- in progress
- b. New data loaded on August 27, 2024

June 2022

Nov 2024



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MAIN RESOURCE PAGE

- The landing page will be available on Aug. 5. In September, additional information will be pushed out to the public through social media.
- This will be the main resource page for employers and claimants to review the latest information pertaining to the Unemployment Insurance Technology Enhancement (UITE) project.

What you can expect:



Important Dates and Actions

Clear information on when the changes will take effect and what actions employers need to take will be posted here.



Benefits to Employers & Claimants

The upgraded system aims to simplify the reporting process.



Support and Guidance

We are committed to aiding and helping guide you throughout the transition period and beyond.



Change is Coming

We are implementing a new, more efficient and user-friendly UI system to better serve your needs.

How we will communicate with you:

Dedicated Website:

This is a centralized location for detailed information about the new system and user interface. This dedicated webpage will be updated continuously with the latest information for employers and claimants.

- **Emails:** Leading up to the launch date on Sept. 23, we will send you detailed information.

- **Social Media:** Connect with us on social media for updates, tutorials, and FAQs.

- **Videos:** We will also house a series of how-to videos on the dedicated website.

The screenshot shows the Kansas Department of Labor website. The main heading is "Unemployment Insurance Technology Enhancement (UITE)". Below this, a yellow banner states: "The Kansas Department of Labor is rolling out the UITE project to enhance the Unemployment Insurance experience for employers and claimants in Kansas. To learn more about how this upgrade will affect you, please click on the relevant icon below. This will provide you with detailed information tailored to your needs." There are two image-based buttons: "EMPLOYER" (with an image of a woman at a desk) and "CLAIMANT" (with an image of an unemployment claim form). Below these, there are two columns of text: "What you can expect:" and "How we will communicate with you:". The "What you can expect:" column includes icons for a calendar, a thumbs up, a headset, and double arrows, with corresponding text. The "How we will communicate with you:" column includes a list of communication methods: Dedicated Website, Emails, Social Media, and Videos.

Upcoming Activities

- UCMIC Tour of System via Webex set for Sept 4, 2024 at 2:00pm
- Progress
 - Interface User Acceptance Testing
 - 3 Dry-Run Scenarios
 - Complete End-to-End Testing
 - Go/No-Go Scenarios
 - Mitigation Planning