

UCMIC Report

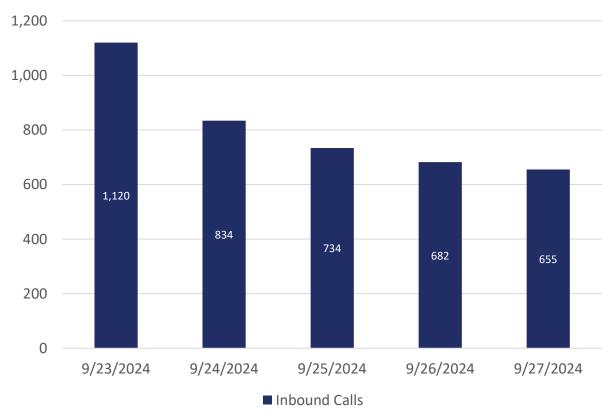
September 30, 2024-

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						
9/23/2024	3:17	97%	2%						
9/24/2024	1:18	95%	4%						
9/25/2024	0:27	99%	1%						
9/26/2024	0:15	100%	1%						
9/27/2024	0:25	100%	2%						

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Call Drivers September 23, 2024 – September 27, 2024 Regular UI Claim OKTA/MFA, 1,179 Employer Determination 8% **Claim Processing Status** 1,242 General Info, 1% Info, 5% Appeals Info 154 Other, 2% Flagged Claim 22 Adjudication Claim Pend, 1% Weekly Claim Filing Assistance 94 Maintenance, 1% PUA Missing Payment 17 Debit Card Inquiry 25 **Debit Card** Claim Maintenance 19 Inquiry, 1% Determination Info 168 Weekly Claim Adjudication Pend 36 **Regular UI Claim**, Filing Assistance, OKTA/MFA 267 36% 3% Employer General Info 0 Flagged Supervisor Callback 15 Claim, 1% Overpayment Info 3 Appeals/ 1099 Info 2 Info, 5% **UI Extension Claims** 0 **Claim Processing** Work Search 0 **Status, 38%** Wage Investigation 0 Benefit Year Reset 0 500 1000 0 1500 Total Calls

Surge Capacity

- UI Claimant Support: 175+ staff available at Go-Live
 - Call Center staff: 66
 - Adjudications staff: 30
 - Benefits staff: 11
- UI Employer Support: 35+available at Go-Live
- Other KDOL Staff: 25+

As of September 27, 2024



Shared Work



As of September 27, 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 September 27, 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



As of September 27, 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:

• No disruptions to report.

Status of Modernization

- 1. New Go Live date: November 19, 2024
- 2. Training
- 3. End to End Testing continues
- 4. Dry Runs adding two more
- 5. Account creation for external users.
- 6. Transition planning
- 7. Two Workforce Center trainings scheduled in October

Phases													Im	plen	nent	tatio	n												W	/arranty	M&O
Month	1	2	3	4	5	6	7	8	9	10	11	l 12	2 13	3 14	1 1	.5 1	6 17	18	19	20	21	22	23	24	25	26	27	28	3	29 - 40	41 - 120
Initiation & Planning																															
Gap Analysis																															
Design)											
Configuration & Customization																															
System Testing																															
UAT																															
End-to-End Testing																															
Training (Trainer)																									(
Training (End user)																													٨		
Implementation & Go-Live																													2	-	
Warranty																															
Support																															
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