



UCMIC Report

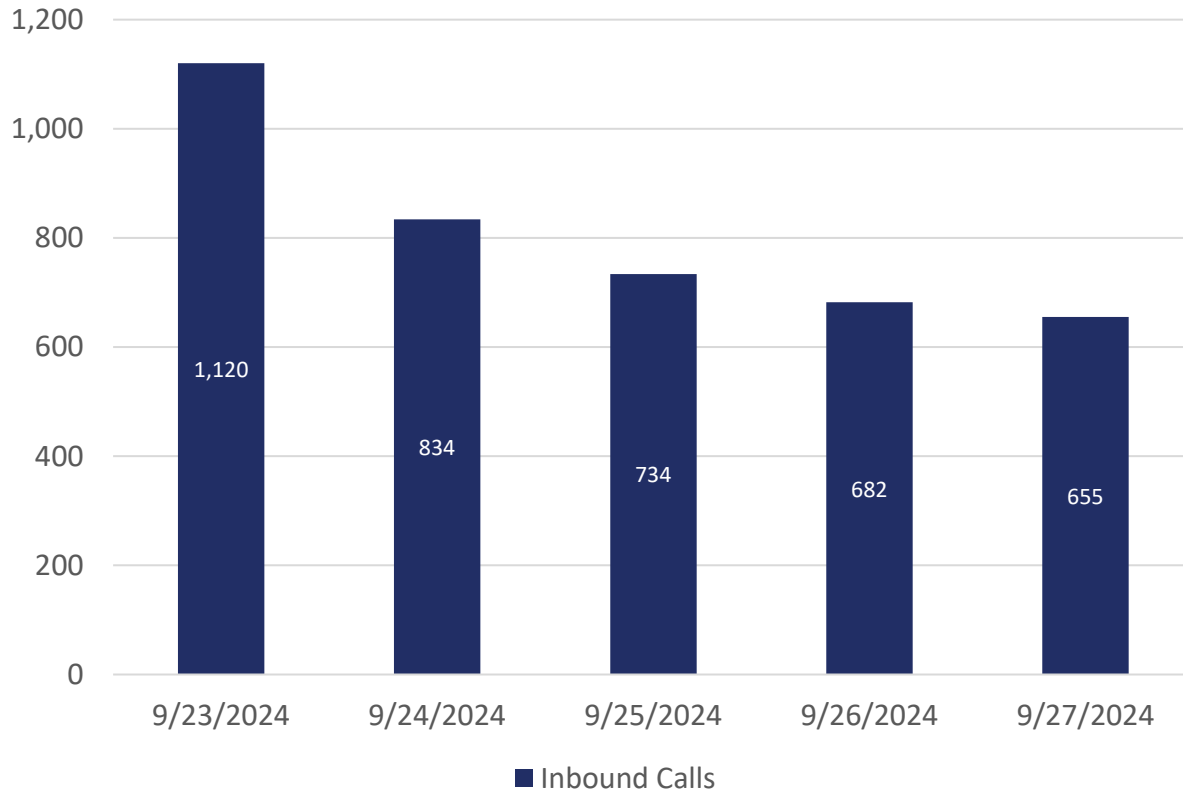
September 30, 2024

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

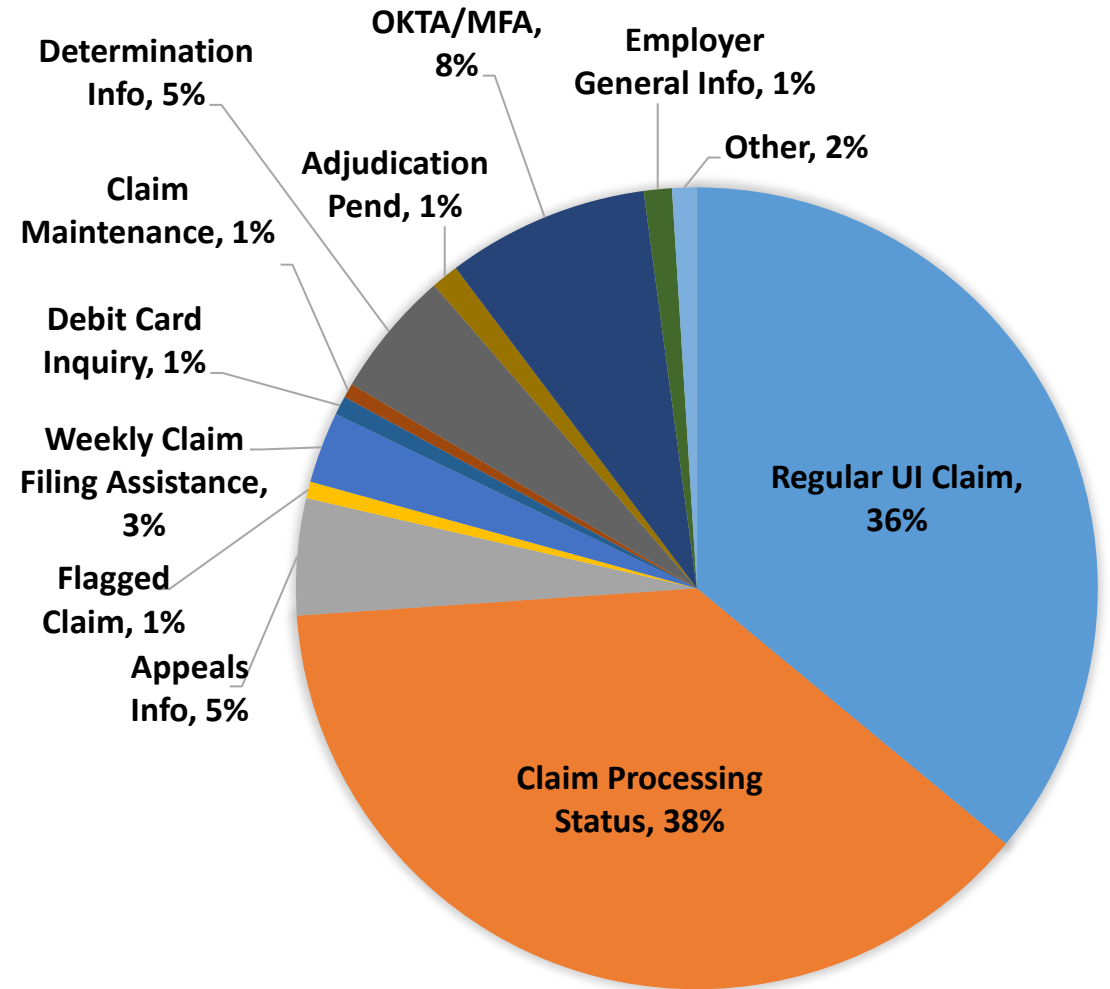
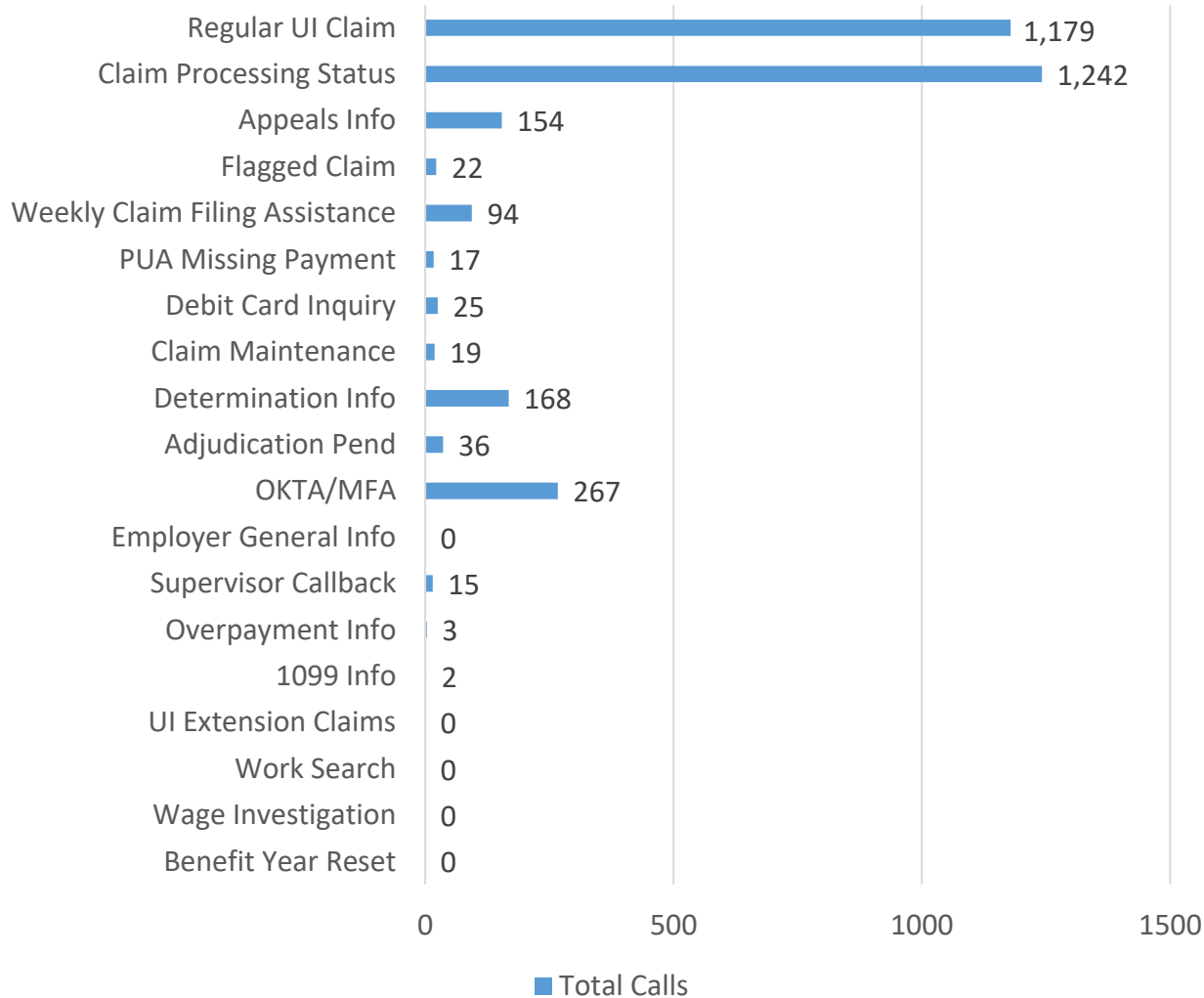


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
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%

Call Drivers

September 23, 2024 – September 27, 2024



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

Total Plans in Effect

123

Total Employers Enrolled*

86

Total Employees**

4,262

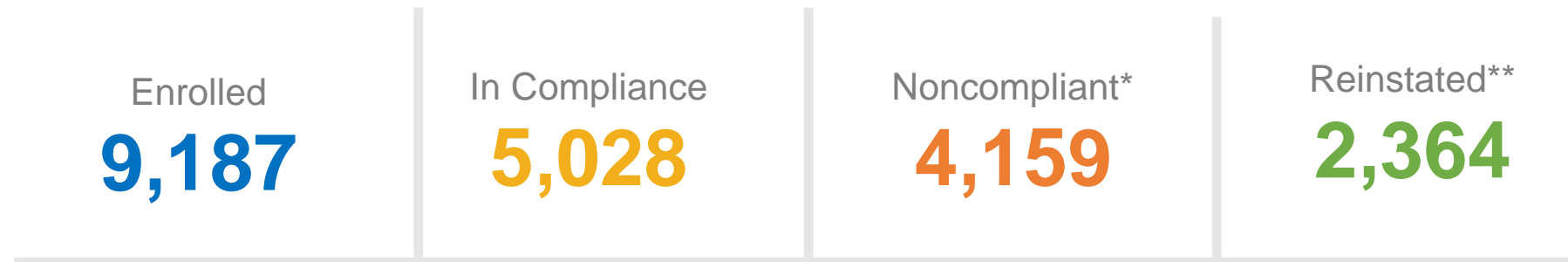
As of September 27, 2024.

**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.*

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.*

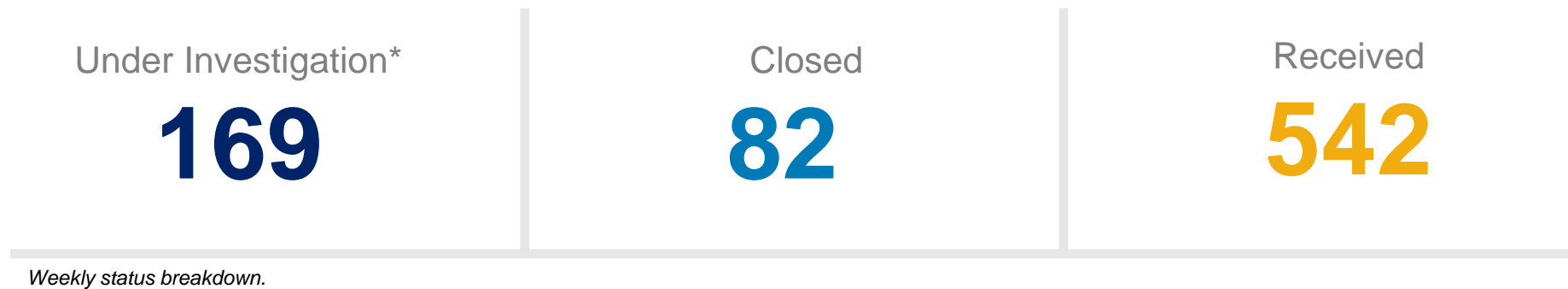
*** These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.*

Job Refusal Determinations



As of September 27, 2024

Fraud Case Status



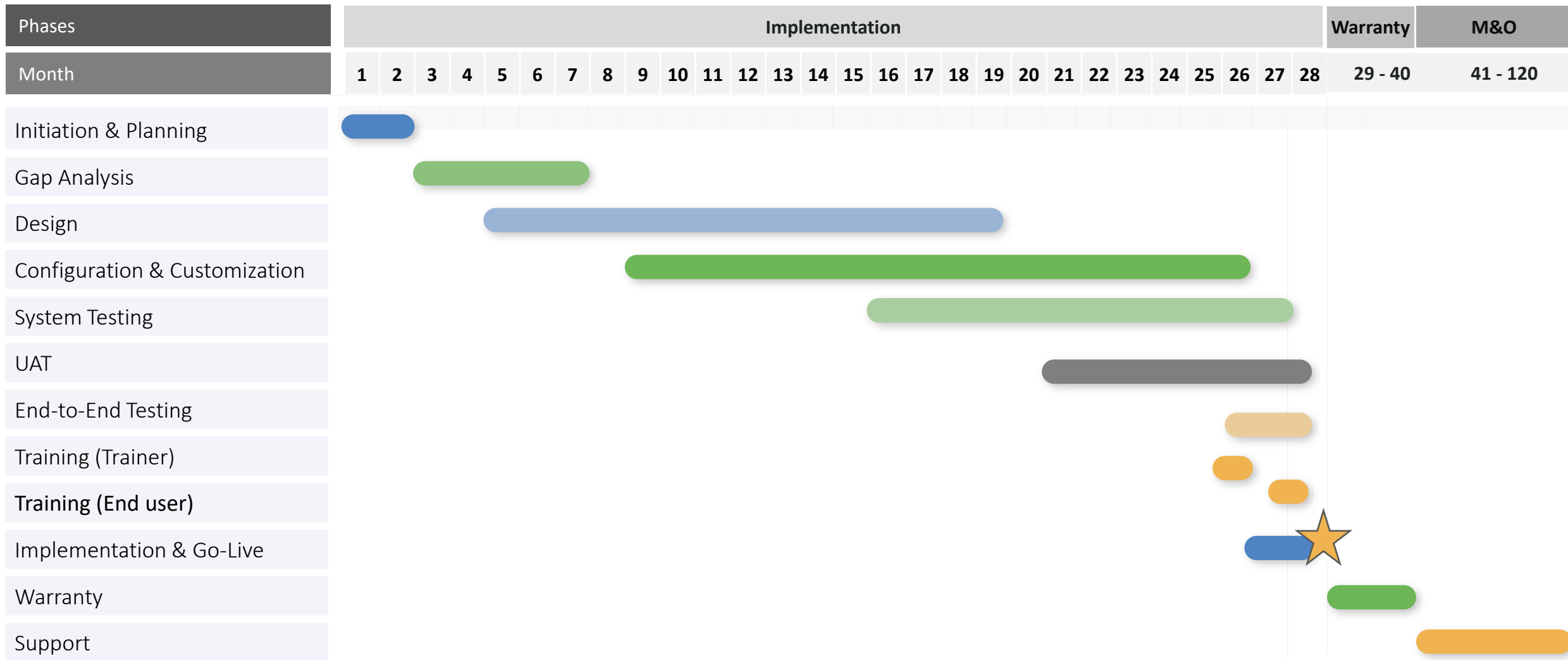
**These investigations are primarily non-ID verification cases such as wage fraud investigations, fraudulent documentation investigations, and investigations into potential employer fraud.*

The following disruptions were reported:

- No disruptions to report.

Status of Modernization

1. 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




Go-live
 Slide 11