UCMIC Report

October 15, 2024

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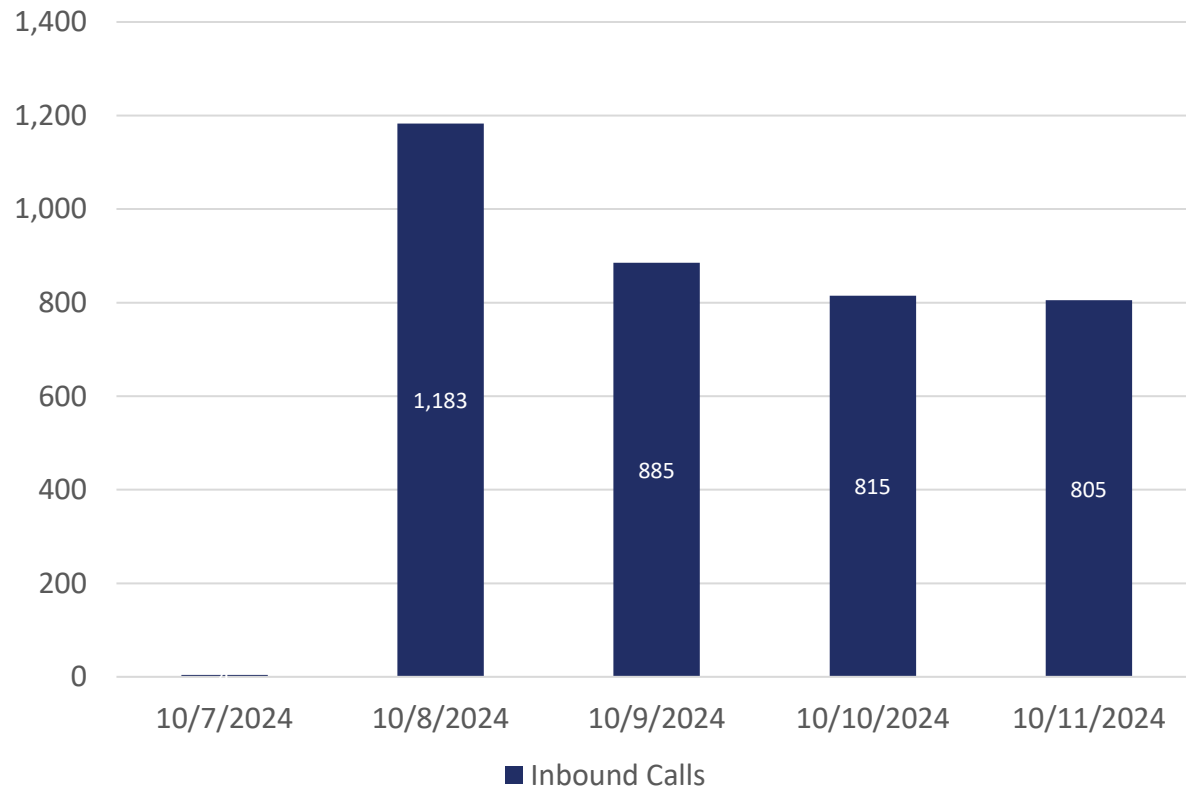
Amber Shultz, Secretary
Laura Kelly, Governor

UI Weekly Review

Unemployment Insurance Weekly Review

Regular Program	Preliminary 10/05/2024	Last Week 09/28/2024		Last Year 10/07/2023	
Initial Claims	1,750	1,167	↑ 50%	1,245	↑ 41%
Call Center	847	719	↑ 18%	603	↑ 40%
Internet	903	448	↑ 102%	642	↑ 41%
Weekly Certifications	6,681	6,700	↓ 1%	4,989	↑ 34%
Weeks Compensated	5,072	5,173	↓ 2%	4,474	↑ 13%
Individuals Receiving Payments	4,473	4,491	↓ 1%	3,850	↑ 16%
Regular U.I. Payments	$2,373,214	$2,410,301	↓ 2%	$1,968,629	↑ 21%
U.I. Trust Fund Balance	$1,457,888,677	$1,443,387,147	↑ 1%	$1,333,999,356	↑ 9%

Kansas Unemployment Insurance Weekly Review (arcgis.com)

Call Center Metrics

Call Volume

Bar chart labeled "Inbound Calls":
- 10/7/2024: (near 0)
- 10/8/2024: 1,183
- 10/9/2024: 885
- 10/10/2024: 815
- 10/11/2024: 805

Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
10/7/2024	0:05	100%	0%
10/8/2024	5:11	72%	5%
10/9/2024	4:27	85%	5%
10/10/2024	3:48	87%	5%
10/11/2024	4:26	94%	4%

The data reflected on 10/7/24 is due to a hardware failure that interrupted access to the state network. More info on slide 6.

My Reemployment Plan

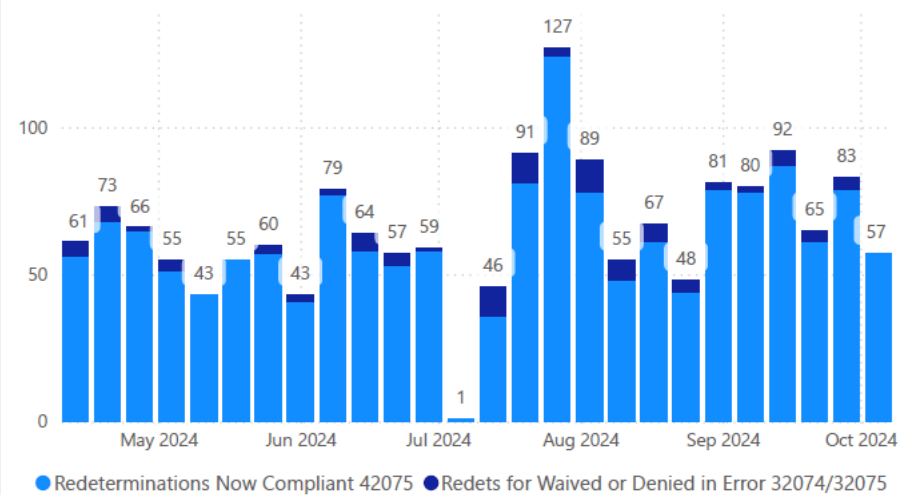**My ReEmployment Plan Selections**
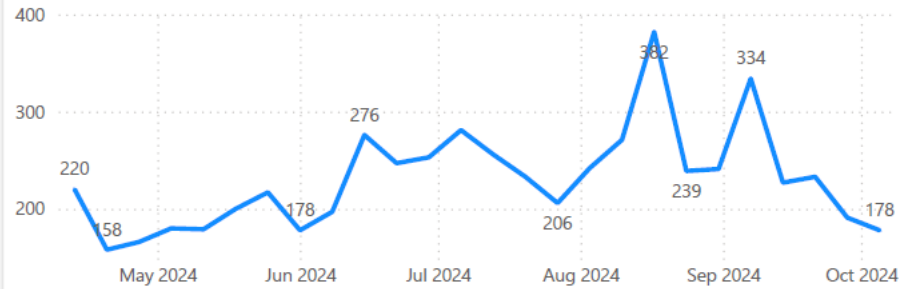
My ReEmployment Plan 2024

2427
Now Compliant

177
Waived or Denied in Error

4368
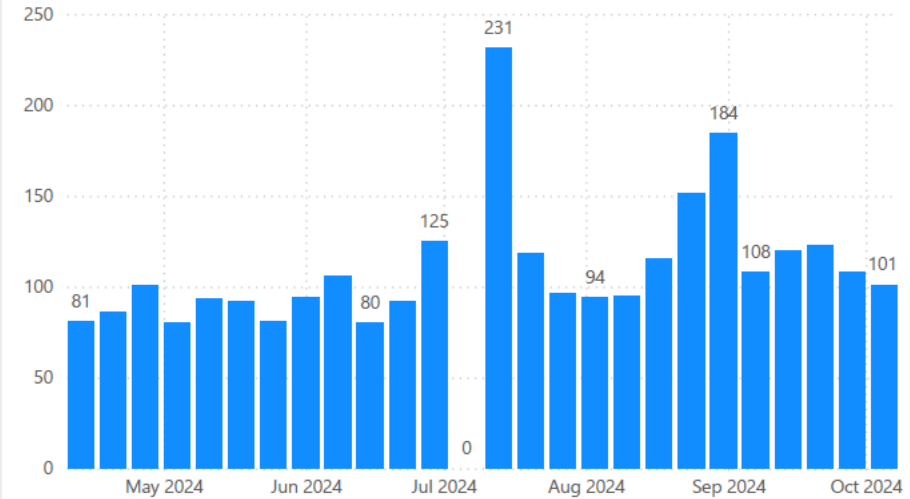Non Compliant

6969
Determinations & Redets

My ReEmployment Plan 2024

9556
Selections

My ReEmployment Plan

● Redeterminations Now Compliant 42075 ● Redets for Waived or Denied in Error 32074/32075

My ReEmployment Plan-Non Compliant

Execution Phase

1. Go Live date: November 19, 2024

2. Staff training

3. Training manuals and videos

4. End to end testing continues

5. Dry runs – adding two more

6. Account creation for external users.

7. Transition planning

8. Two Workforce Center trainings scheduled in October

System Disruptions

- On 10/7/15, an early morning hardware failure interrupted state employee access to both VPN and in-house network services across the State of Kansas. Access to getkansasbenefits.com web filing service was not impacted; however, call center support was disrupted. Full call center services were restored on 10/8/15.

Landing Page 1

https://www.dol.ks.gov/

Landing Page 2

What you can expect:

Important Dates and Actions
Clear information on when the changes will take effect and what actions are required.

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 Nov. 19, 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.

[Unemployment Insurance Technology Enhancement (UITE) | State of Kansas Department of Labor, KS](#)

Employer Communication and Timeline

Employer IVR. This will be recorded on the specific employer line during 10/8 – 11/18

- *The employer service portal will be unavailable starting Nov. 13 at 5 p.m. and will reopen Nov. 19 at 8 a.m. to upgrade the unemployment insurance tax system. Stay updated with the latest information by following the Kansas Department of Labor's website and our social media channels.*

Employer Banner. Will be placed on the Employer page 10/7 – 11/18

- *ATTENTION: The Employer Services portal will be unavailable starting Nov. 13 at 5 p.m. and will reopen Nov. 19 at 8 a.m. to upgrade the Unemployment Insurance (UI) Tax system. For the latest information, go to* dol.ks.gov/UITE-Resources
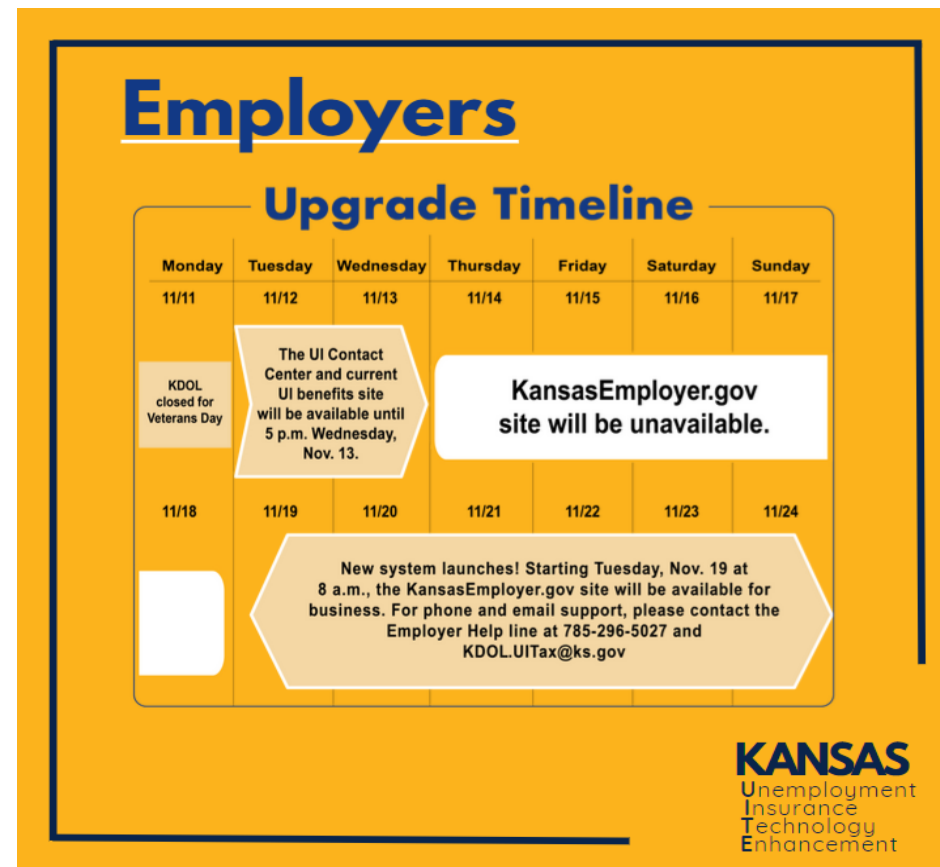
Claimant Communication and Timeline

General Public IVR. This will be recorded on the main phone line where we also do our holiday announcements during 10/8 – 11/18.

- *The Unemployment Contact Center and the getkansasbenefits.gov site will be unavailable starting Nov. 13 at 5 p.m. and will reopen Nov. 19 at 8 a.m.to upgrade the unemployment insurance system. Stay updated with the latest information by following the Kansas Department of Labor's website and our social media channels.*

General Public Banner. Will be placed on the GKB page 10/7 – 11/18.

- *ATTENTION: The Unemployment Contact Center and getkansasbenefits.gov site will be unavailable starting Nov. 13 at 5 p.m. and will reopen Nov. 19 at 8 a.m. to upgrade the Unemployment Insurance (UI) system. For the latest information, go to* dol.ks.gov/UITE-Resources
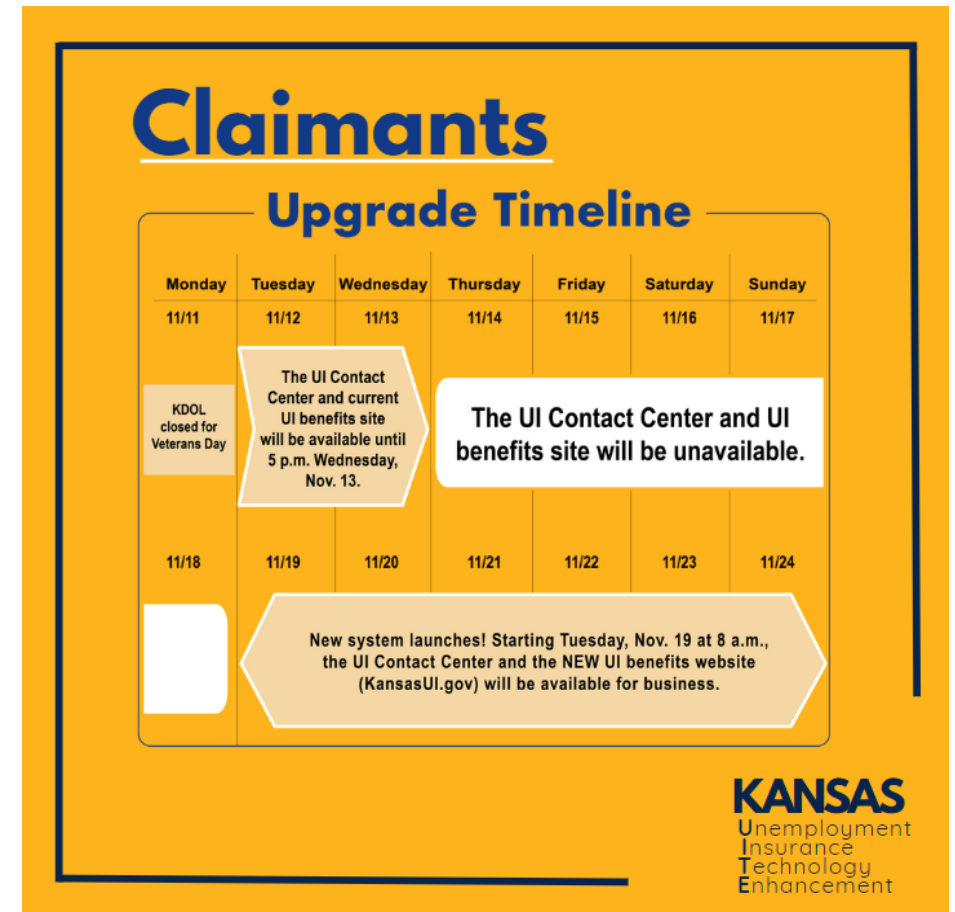
Social Medial Communication

10/1/24 - 10/15/24

- On Nov. 19, 2024, we will launch our upgraded Unemployment Insurance (UI) system. Whether you're an employer or a claimant, learn how to navigate the changes and improvements at our UITE resource page: dol.ks.gov/UITE-Resources

- Banner and IVR announcing the Unemployment Insurance Technology Enhancement (UITE)

    - *On Nov. 19, 2024 you will no longer be able to access your unemployment account with your current username and password. You MUST create a new account with a new username and password.* To find the latest information, visit dol.ks.gov/UITE-Resources

    - *Please Note: Third-Party Administrators (TPAs) do not need to create a new username and password. Your existing credentials will be migrated over to the new system.*
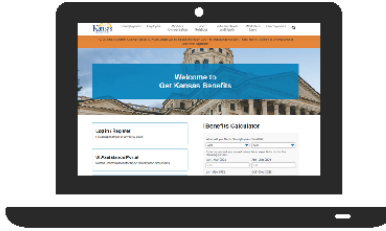
Communication Materials Cont…

Kansas Workforce Center Communication

Employer Postcard