



UCMIC Report

October 30, 2024

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Amber Shultz, Secretary
Laura Kelly, Governor

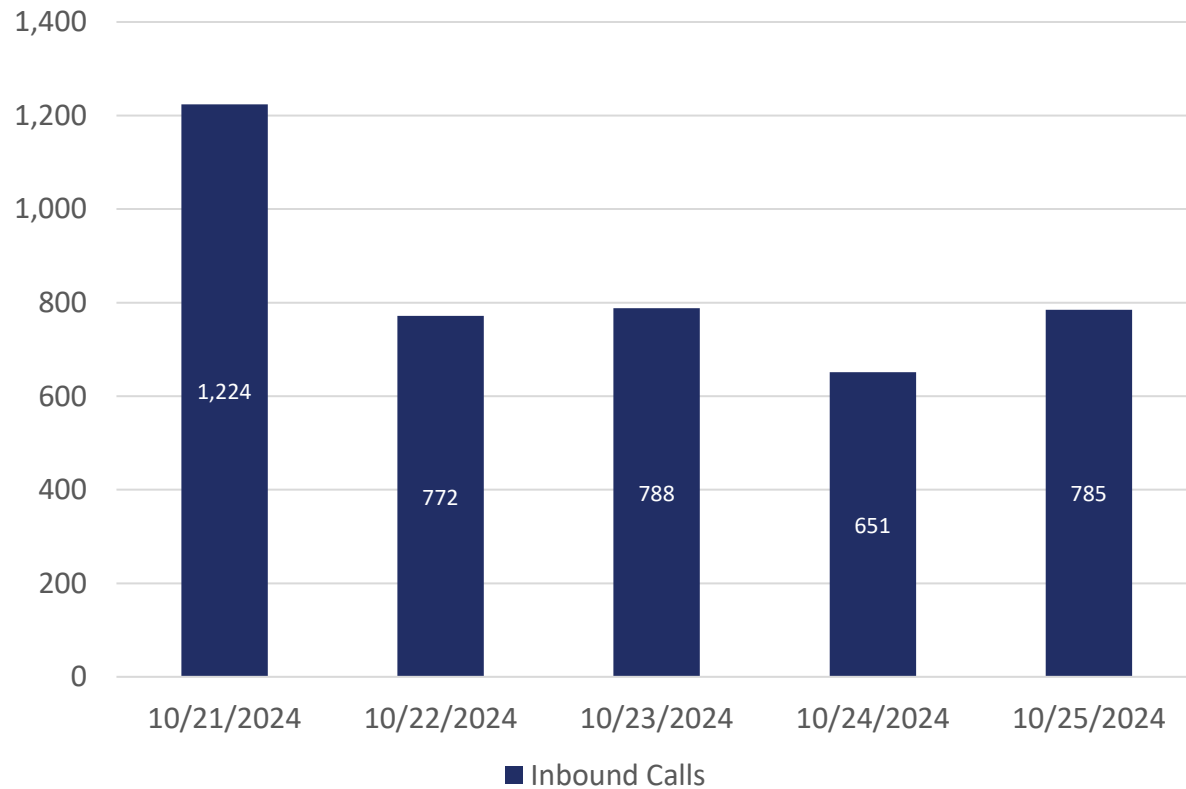
UI Weekly Review

Regular Program	Preliminary 10/19/2024	Last Week 10/12/2024		Last Year 10/21/2023	
Initial Claims	1,482	1,223	⬆️ 21%	1,174	⬆️ 26%
Call Center	929	695	⬆️ 34%	601	⬆️ 55%
Internet	553	528	⬆️ 5%	573	⬇️ 3%
Weekly Certifications	7,207	6,745	⬆️ 7%	5,180	⬆️ 39%
Weeks Compensated	5,483	4,927	⬆️ 11%	4,860	⬆️ 13%
Individuals Receiving Payments	4,735	4,364	⬆️ 9%	4,062	⬆️ 17%
Regular U.I. Payments	\$2,588,694	\$2,216,650	⬆️ 17%	\$2,209,455	⬆️ 17%
U.I. Trust Fund Balance	\$1,456,367,361	\$1,454,973,396	⬆️ 1%	\$1,334,099,074	⬆️ 9%

[Kansas Unemployment Insurance Weekly Review \(arcgis.com\)](https://arcgis.com)

Call Center Volume

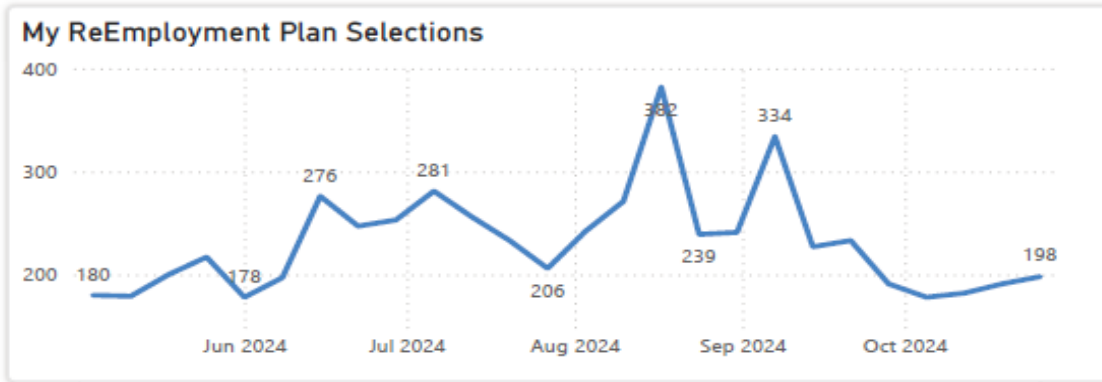
Call Volume



Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
10/21/2024	2:08	91%	3%
10/22/2024	5:52	85%	6%
10/23/2024	1:22	96%	3%
10/24/2024	1:27	100%	1%
10/25/2024	3:34	93%	5%

My Reemployment Plan



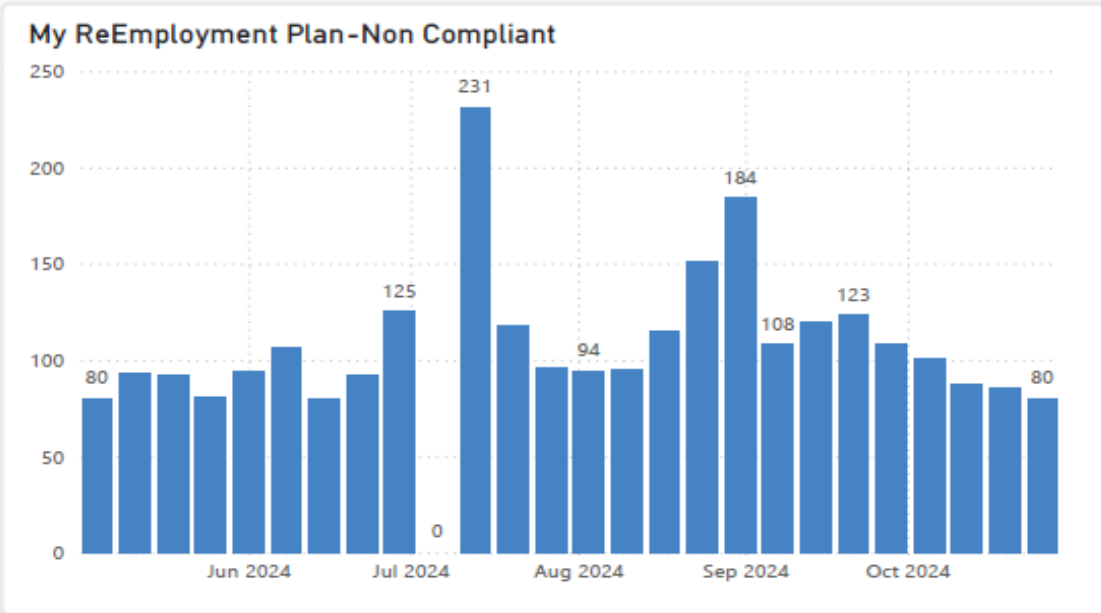
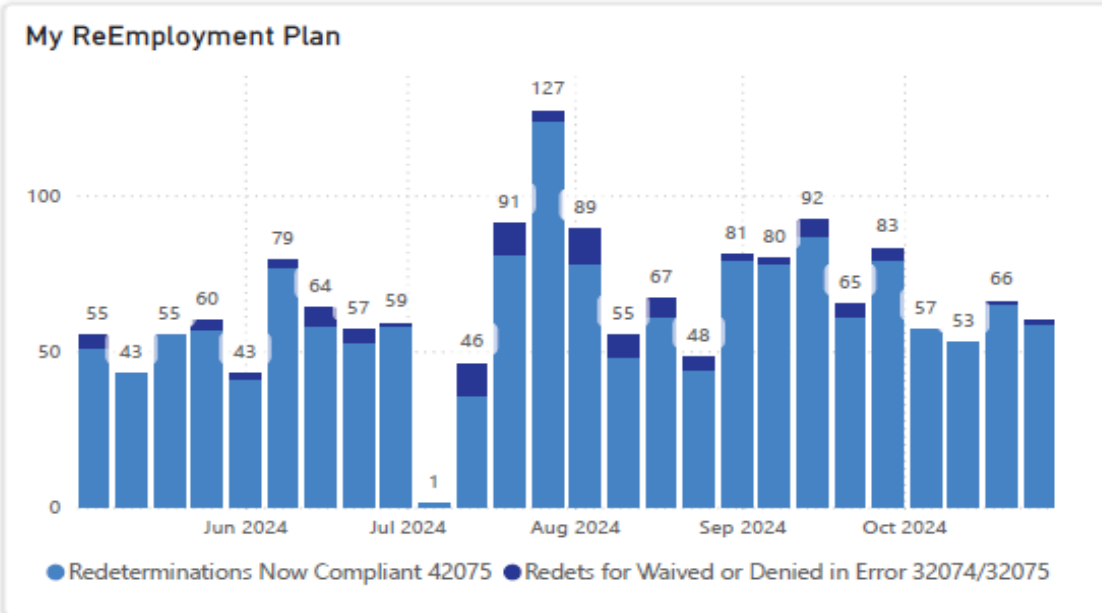
My ReEmployment Plan 2024

- 2604 Now Compliant
- 179 Waived or Denied in Error
- 4620 Non Compliant
- 7401 Determinations & Redets

My ReEmployment Plan 2024

10127

Selections



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
6. Account creation for external users.
7. Transition planning
8. Two Workforce Center trainings held on October 16th and 17th
9. Kansas SHRM training session scheduled November 8th

System Disruptions

- No disruptions to report.

Landing Page 1

KANSAS
Unemployment
Insurance
Technology
Enhancement

Unemployment Insurance Technology Enhancement (UITE)
Learn more on our UITE Resources page.

[Learn More](#)

Three navigation dots: the first is filled yellow, the other two are white.

<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](#)

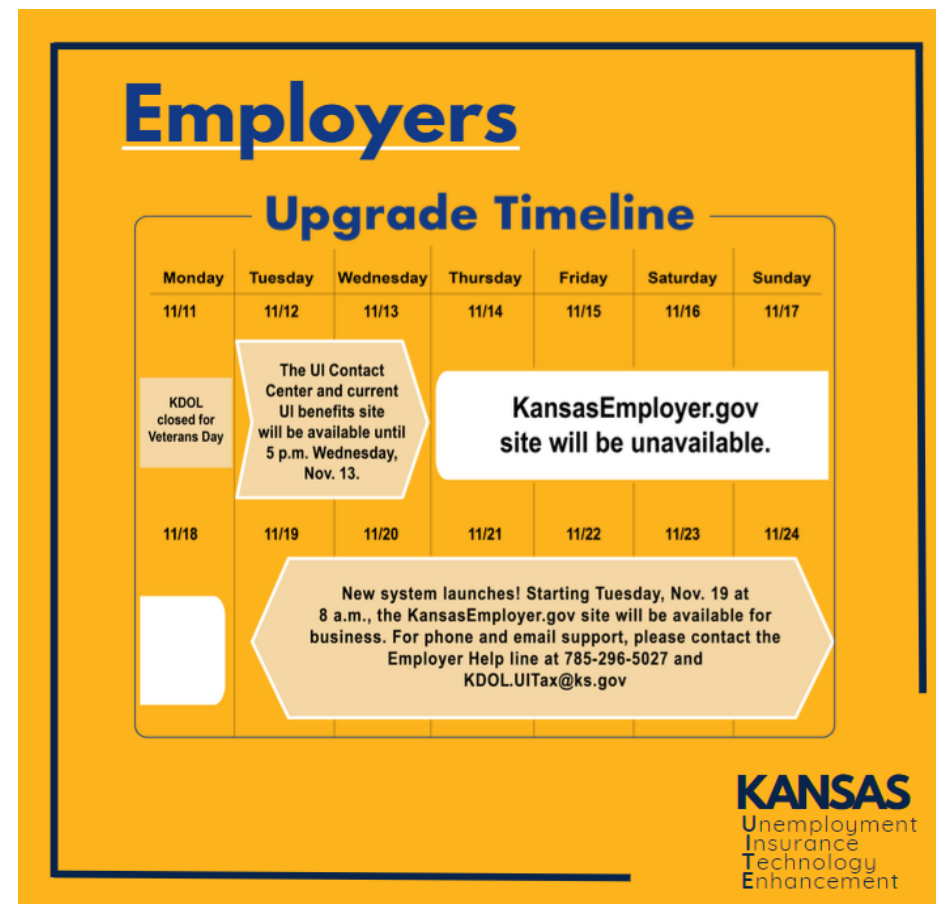
Employer Communication and Timeline

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*

Claimants Upgrade Timeline

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
11/11	11/12	11/13	11/14	11/15	11/16	11/17
KDOL closed for Veterans Day	The UI Contact Center and current UI benefits site will be available until 5 p.m. Wednesday, Nov. 13.		The UI Contact Center and UI benefits site will be unavailable.			
11/18	11/19	11/20	11/21	11/22	11/23	11/24
	New system launches! Starting Tuesday, Nov. 19 at 8 a.m., the UI Contact Center and the NEW UI benefits website (KansasUI.gov) will be available for business.					

KANSAS
Unemployment Insurance Technology Enhancement

Social Media Communication

10/15/24 - 10/30/24

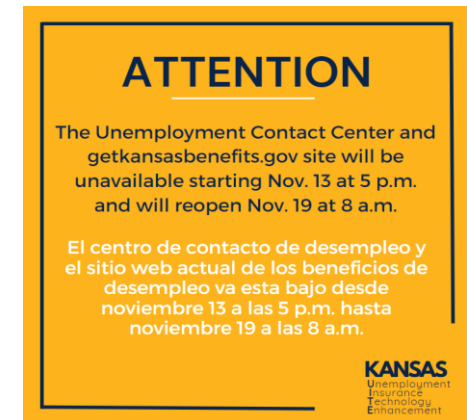
- On Nov. 19, 2024, we will launch our upgraded Unemployment Insurance (UI) system. Whether you're an employer or a claimant, learn how to navigate the changes and improvements at our UITE resource page: dol.ks.gov/UITE-Resources
- Banner and IVR announcing the Unemployment Insurance Technology Enhancement (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.*
- Don't be a victim of fraud! Think before sharing personal information via text message or social media direct message.



Upcoming Communication

11/1/24 - 11/15/24

- Claimants filing a weekly certification for the week of Nov. 3-9 will have only nine (9) days to file starting Nov. 10 from 8 a.m. through Nov. 13 at 5 p.m. and Nov. 19 at 8 a.m. through Nov. 23 at 11:59 p.m. If you do not file by the Nov. 23 deadline, your claim will become inactive, and you'll need to submit a new application to re-open it. Be sure to complete your certification to avoid delays in your benefits. To find the latest information visit dol.ks.gov/UITE-Resources
- ATTENTION: The Unemployment Contact Center and getkansasbenefits.gov site will be unavailable to upgrade the Unemployment Insurance (UI) system starting tomorrow, Wednesday, Nov. 13 at 5 p.m. and will reopen on Tuesday, Nov. 19 at 8 a.m. To find the latest information visit dol.ks.gov/UITE-Resources
- Email outreach to: Governor's office, federal delegation, legislators, employers/TPA's, active claimants, KS SHRM, KS Chamber, and KDOL staff.
- Press Release for the media
 - Q&A with Secretary Shultz scheduled for 11/7/24



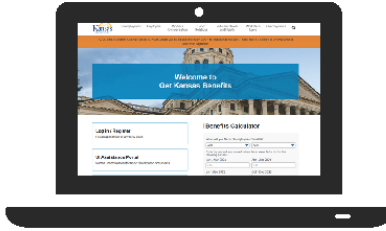
Communication Materials Cont...

Kansas Workforce Center Communication


Also available in Spanish

COMING SOON


Unemployment Insurance Upgrade



The process of filing for unemployment benefits will be upgraded on **Nov. 19, 2024**. Please be advised that the Unemployment Contact Center and the getkansasbenefits.gov site will be unavailable starting Nov. 13 at 5 p.m. and reopen Nov. 19 at 8 a.m.



For more details scan the QR code.



Employer Postcard



We are upgrading the employer service portal!

Attention, employers!
The KansasEmployer.gov site will be unavailable Nov. 14 – 18, 2024, during the technology enhancement.

Unemployment Insurance Technology Enhancement (UI TE)



What do employers need to do?

1. On Nov. 19, all employers must **create a new account** with a new username and password. Your old login will not work.
2. Employers will retain their existing **UI account number**, which will now be formatted as a 10-digit number, beginning with '0' (zero) and ending with three '0's (zeros).
3. To ensure that we send correspondence to the correct location, **email any address changes to KDOL.UITax@ks.gov**.

Attention! Fourth-quarter wage reports and unemployment tax returns will be filed in the new system starting Nov. 19; due by Jan. 31, 2025.



Scan the QR code to learn more about the Kansas Department of Labor UI TE.

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