

UCMIC Report

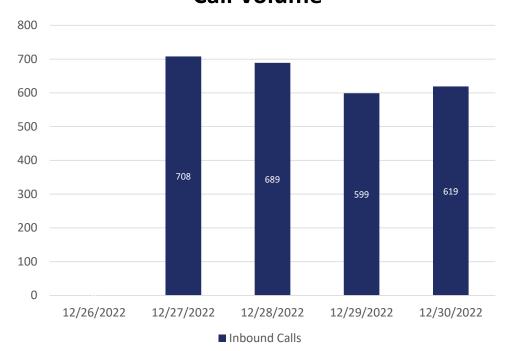
January 13, 2023 -

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

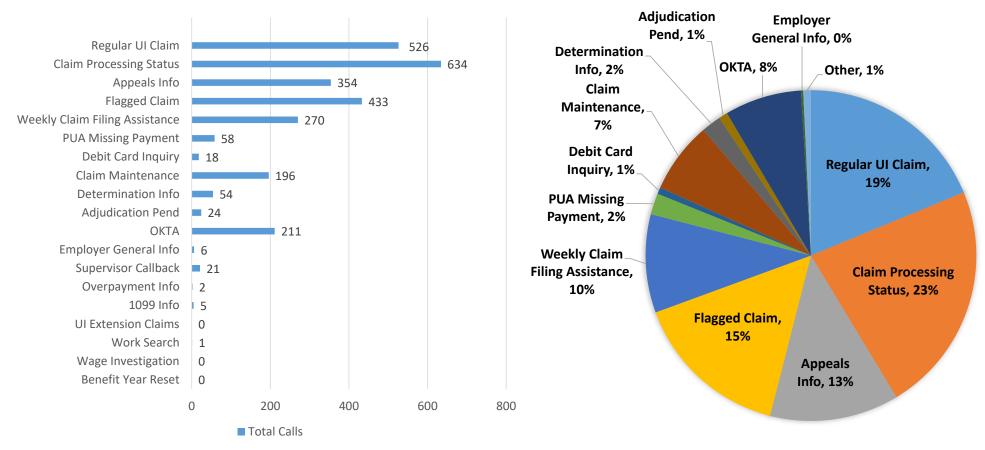


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
12/26/2022			
12/27/2022	42:06	21%	16%
12/28/2022	31:08	23%	15%
12/29/2022	33:24	22%	17%
12/30/2022	33:51	24%	18%

Call Drivers

December 26, 2022 - December 30, 2022



Surge Capacity

KDOL

Call Center

32

Adjudications

18

Training & QA
Team

7

As of December 30, 2022.



Shared Work

Total Plans in Effect

74

Total Employers Enrolled*

60

Total Employees**

2,609

As of December 30, 2022.

*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

Active Claimants Enrolled*

3,647

Cumulative Totals

Enrolled

42,127

In Compliance

29,043

Noncompliant**

13,61

Reinstated***

9,169

As of December 30, 2022.



^{*}Indicates claimants who applied for UI benefits for the week ending October 7 and who have claimed at least three consecutive weeks of UI benefits

^{**}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.

Kansas Department of Labor, Communications Division, 401 SW Topeka, KS 66603 Phone: (785) 296-0901 Fax: (785) 296-0753 Email: KDOL.Communications@ks.gov Web: dol.ks.gov

Job Refusal Determinations

Total Determinations

202

Total Claimants Denied
Benefits as Result of
Determination

175

Total Claimants Found to Have Good Cause for Job Refusal

27

As of December 30, 2022.



Fraud Case Status

Under Investigation*

2,871

Closed

346

Received

3350

Status breakdown from fraud cases received from September 1, 2021, January 4, 2023.

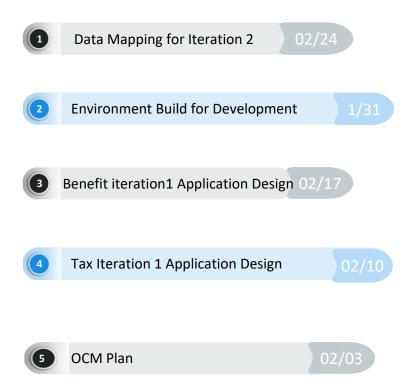


^{*}These investigations are primarily non-ID verification cases such as wage fraud investigations, fraudulent documentation investigations, and investigations into potential employer fraud.

Status of the Modernization

- Overall status: Good Standing
- As of January 6, 2023, the agency has spent: \$2,778,211.42.
- Status of milestones:
 - Kansas Tax and Benefit SMEs are finished reviewing all artifacts.
 - All Gap Sessions have been completed and all logged gaps have been solutioned.
 - As of 12/30, a total of 170 gaps for Benefits and 155 gaps for Tax have been identified.
 - Data migration mapping documents Benefits iteration 1 submitted for approval
 - Data migration mapping documents Tax iteration 1 submitted for approval
 - Benefits requirements Iteration #1,#2 and #3 complete and approved
 - Tax Requirements Iteration #1, #2 and #3 complete and approved

Current and Upcoming Activities



Program Timeline

