



UCMIC Report

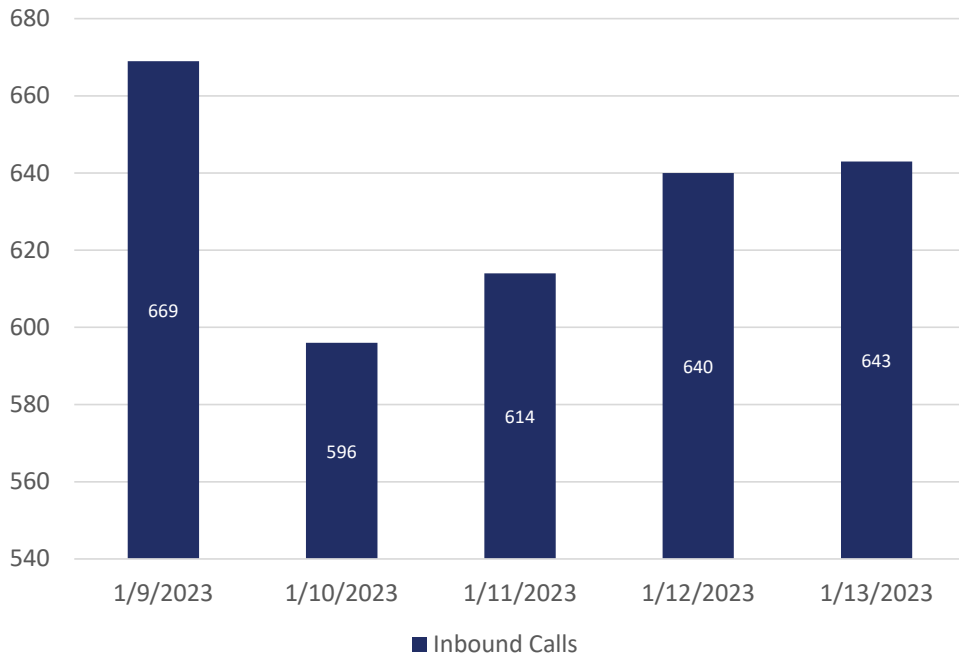
January 30, 2023

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

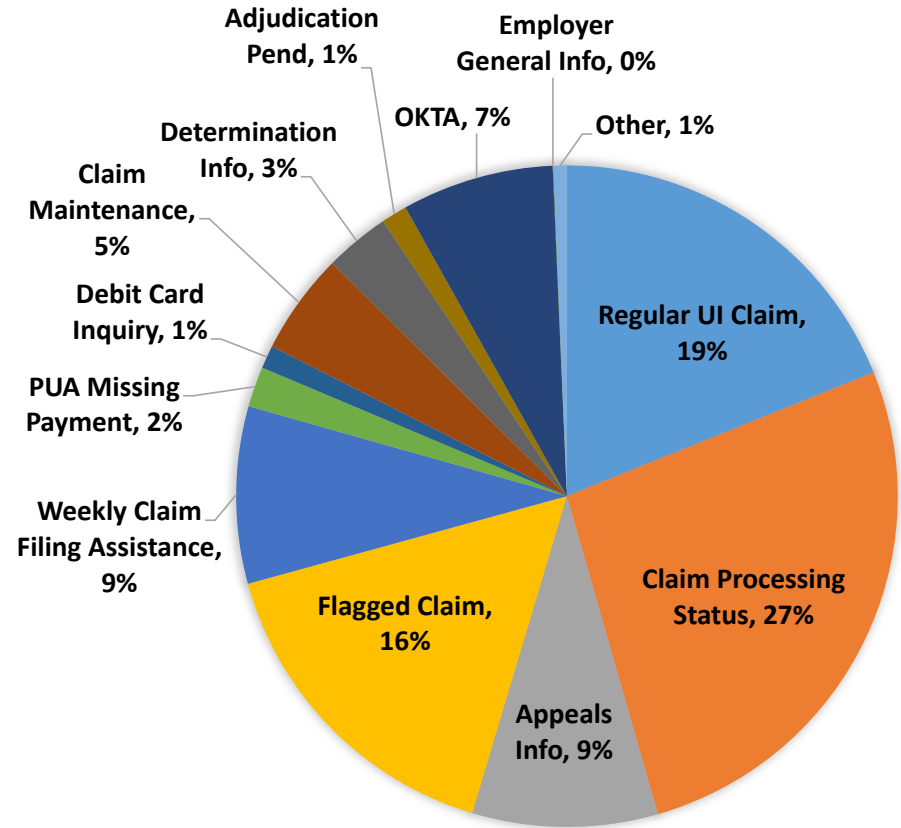
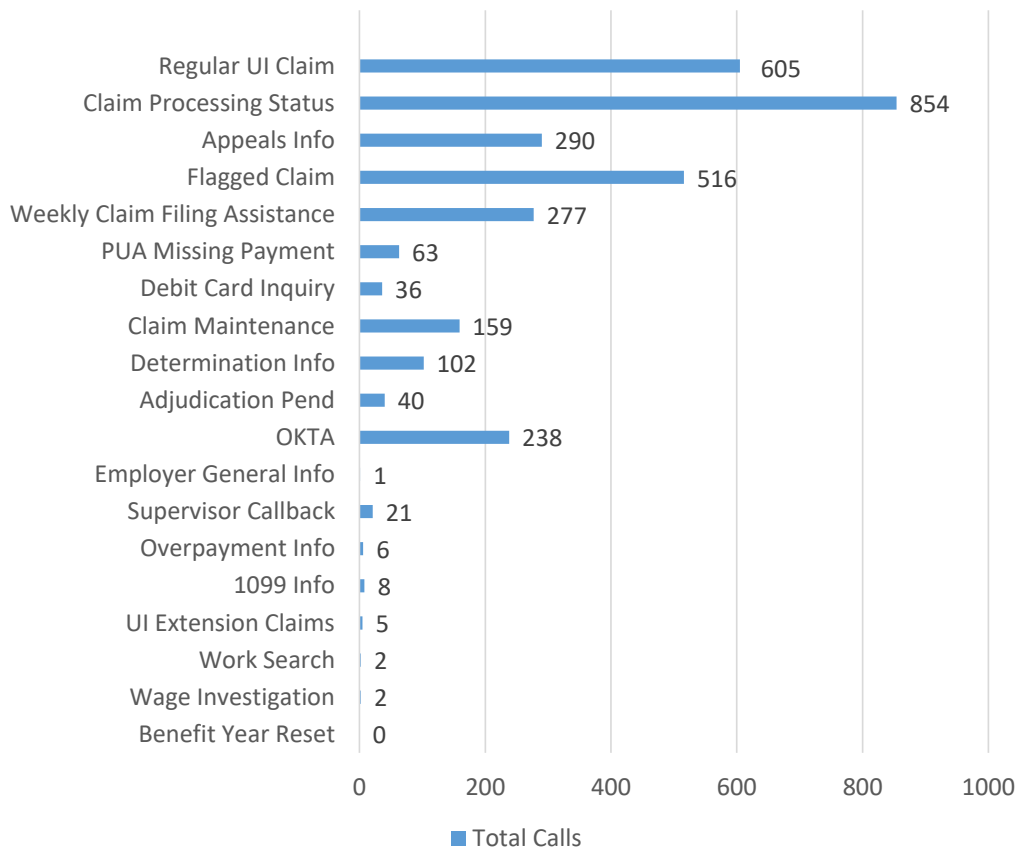


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
01/09/2023	45:17	19%	18%
01/10/2023	38:02	18%	25%
01/11/2023	41:52	22%	23%
01/12/2023	42:31	24%	20%
01/13/2023	32:22	27%	18%

Call Drivers

January 9, 2023 – January 13, 2023



Surge Capacity

KDOL



As of January 20, 2023

Shared Work



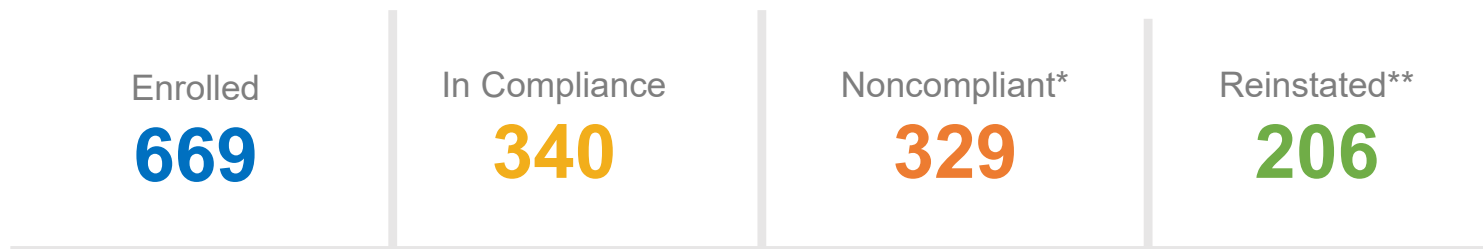
As of January 13, 2023.

**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 2023 Totals



As of January 21, 2023.

**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.*

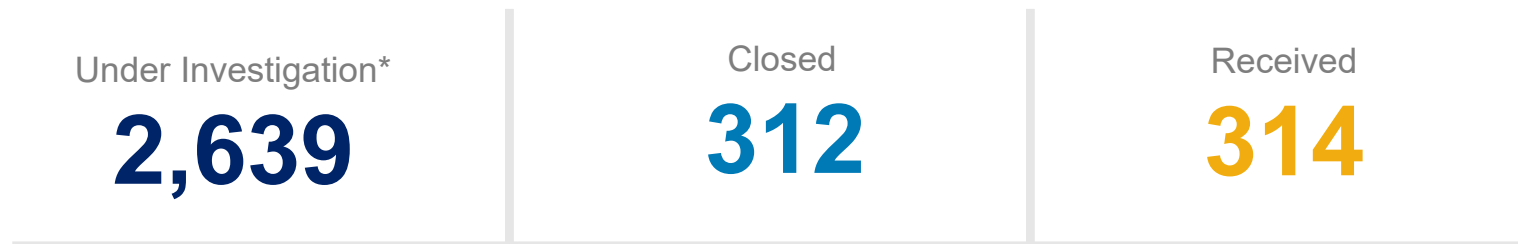
Kansas Department of Labor, Communications Division, 401 SW Topeka Blvd. Topeka, KS 66603 Phone: (785) 296-0901 Fax: (785) 296-0753 Email: KDOL.Communications@ks.gov Web: dol.ks.gov

Job Refusal Determinations



As of January 13, 2023

Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, January 20, 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 20, 2023, the agency has spent: \$3,897,862.66
- 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

- 1 Data Mapping for Iteration 2 02/24
- 2 Environment Build for Development 1/31
- 3 Benefit iteration1 Application Design 02/17
- 4 Tax Iteration 1 Application Design 02/10
- 5 OCM Plan 02/03