



UCMIC Report

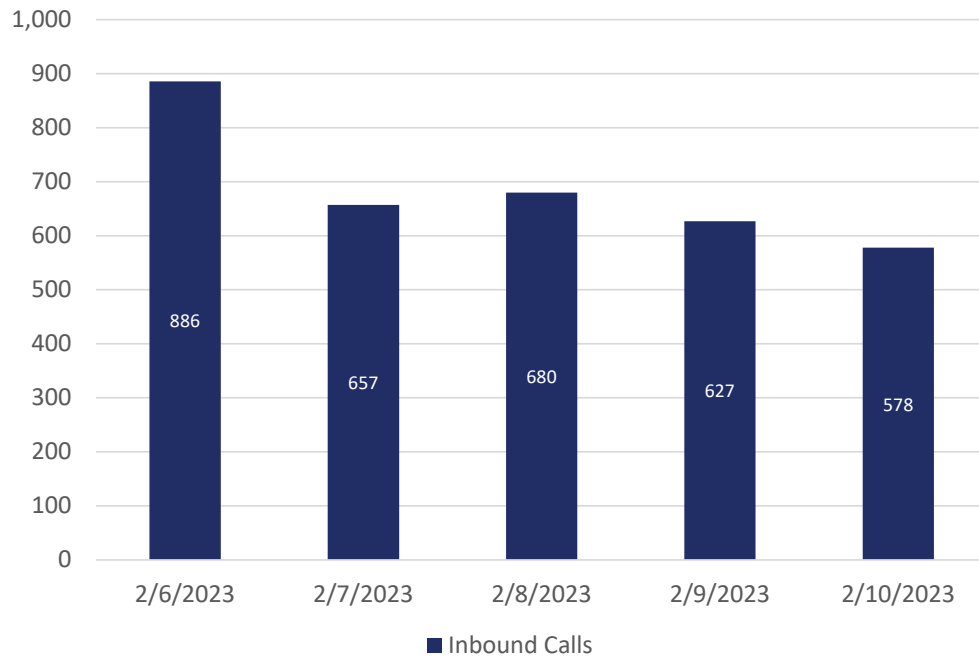
February 27, 2023

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

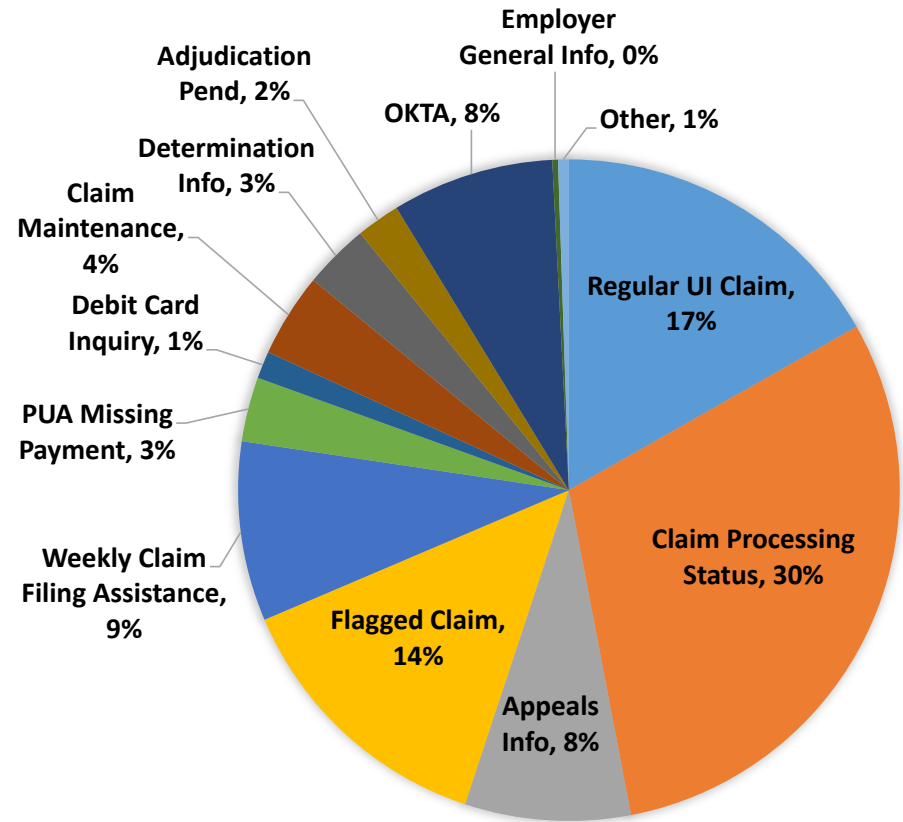
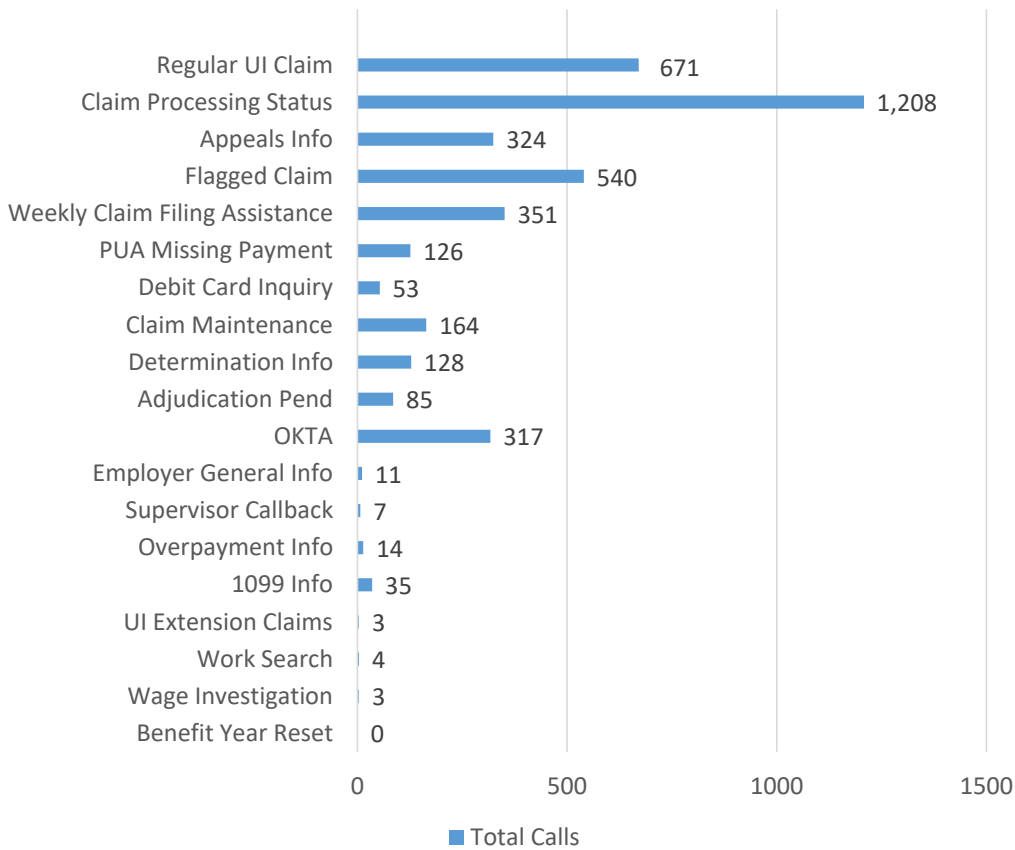


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
02/06/2023	20:00	38%	13%
02/07/2023	26:04	34%	18%
02/08/2023	22:40	37%	18%
02/09/2023	22:37	39%	16%
02/10/2023	25:50	39%	16%

Call Drivers

February 6, 2023 – February 10, 2023



Surge Capacity

KDOL



As of February 17, 2023

Shared Work

Total Plans in Effect

75

Total Employers Enrolled*

62

Total Employees**

2,911

As of February 17, 2023.

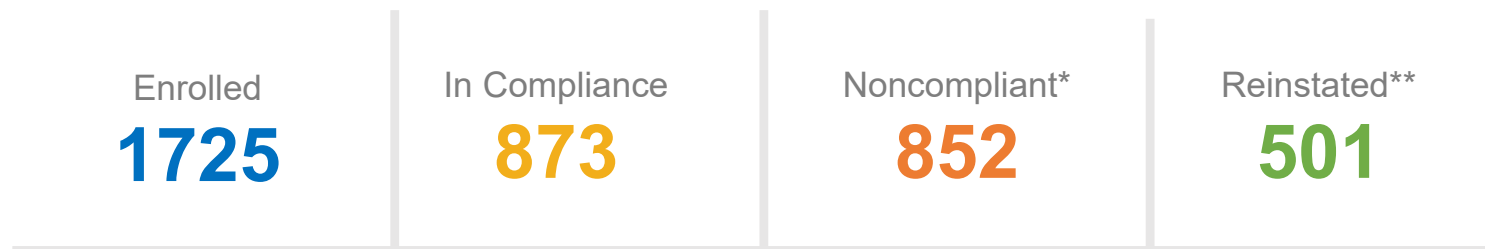
**Some employers are enrolled in simultaneous Shared Work Programs.*

***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.*

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My Reemployment Plan

Cumulative 2023 Totals



As of February 17, 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.*

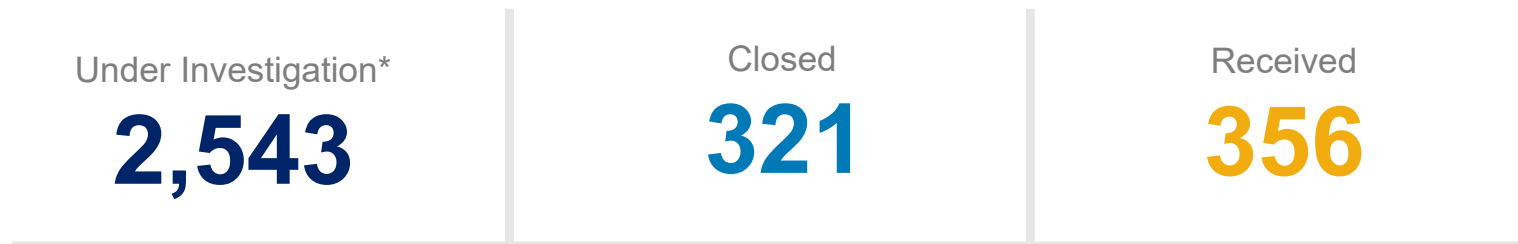
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Job Refusal Determinations



As of February 17, 2023

Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, to February 17, 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 February 17, 2023, the agency has spent: \$3,965,776.08
- Status Milestones:
 - A total of 170 gaps for Benefits and 155 gaps for Tax have been identified.
 - Data migration mapping documents Benefits iteration 1 approved
 - Data migration mapping documents Tax iteration 1 approved
 - Gap Environment build complete and accessible to all users
 - Design started for Iteration 1 modules as of 1/31 total 34 gaps design solution completed so far out of 41 CR's
 - Development environment build completed on local machines and server repository setup is in progress.
 - OCM Plan delivered 2/5

Current and Upcoming Activities

- 1 Data Mapping for Iteration 2 02/24
- 2 Environment Build for Development 2/14
- 3 Benefit iteration1 Application Design 02/24
- 4 Tax Iteration 1 Application Design 02/10
- 5 OCM Plan 02/03