



UCMIC Report

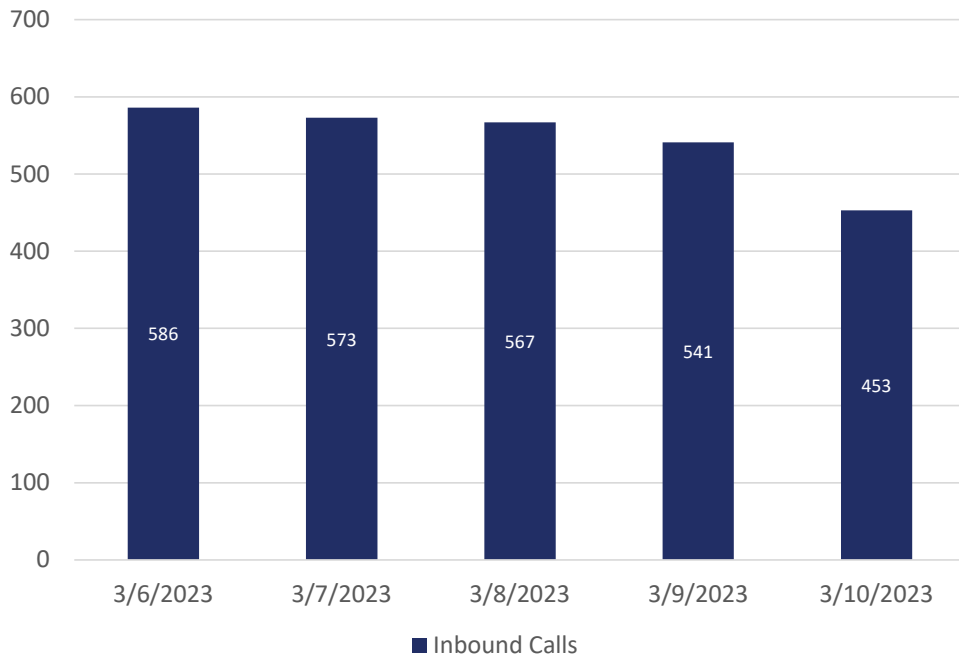
March 29, 2023

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Topeka, KS 66603
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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

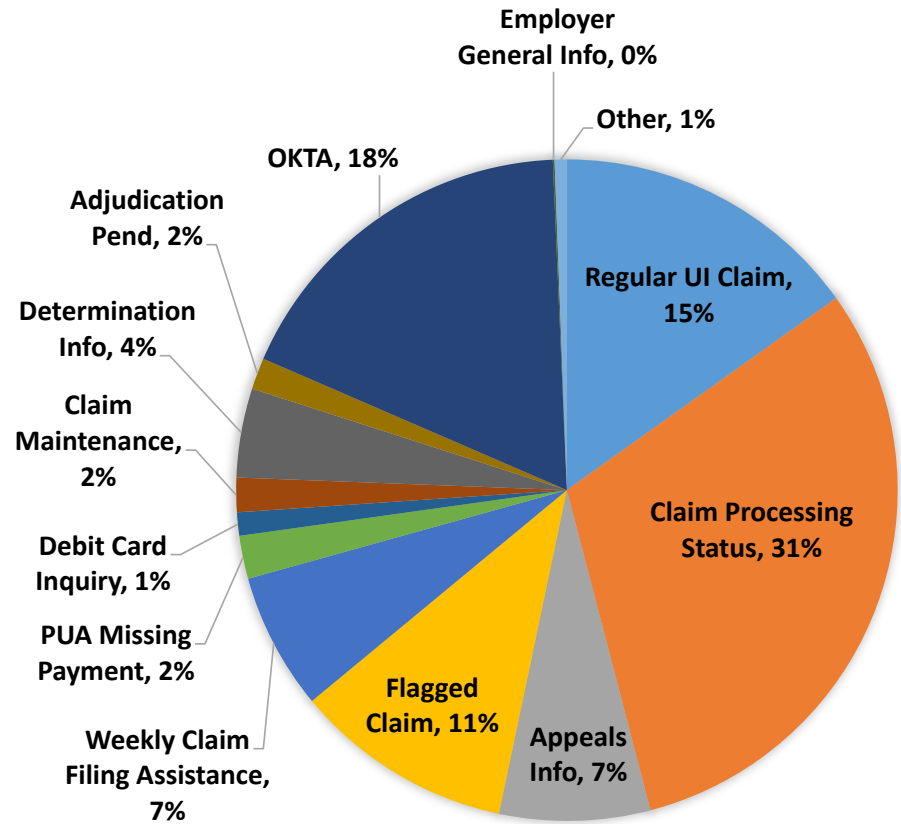
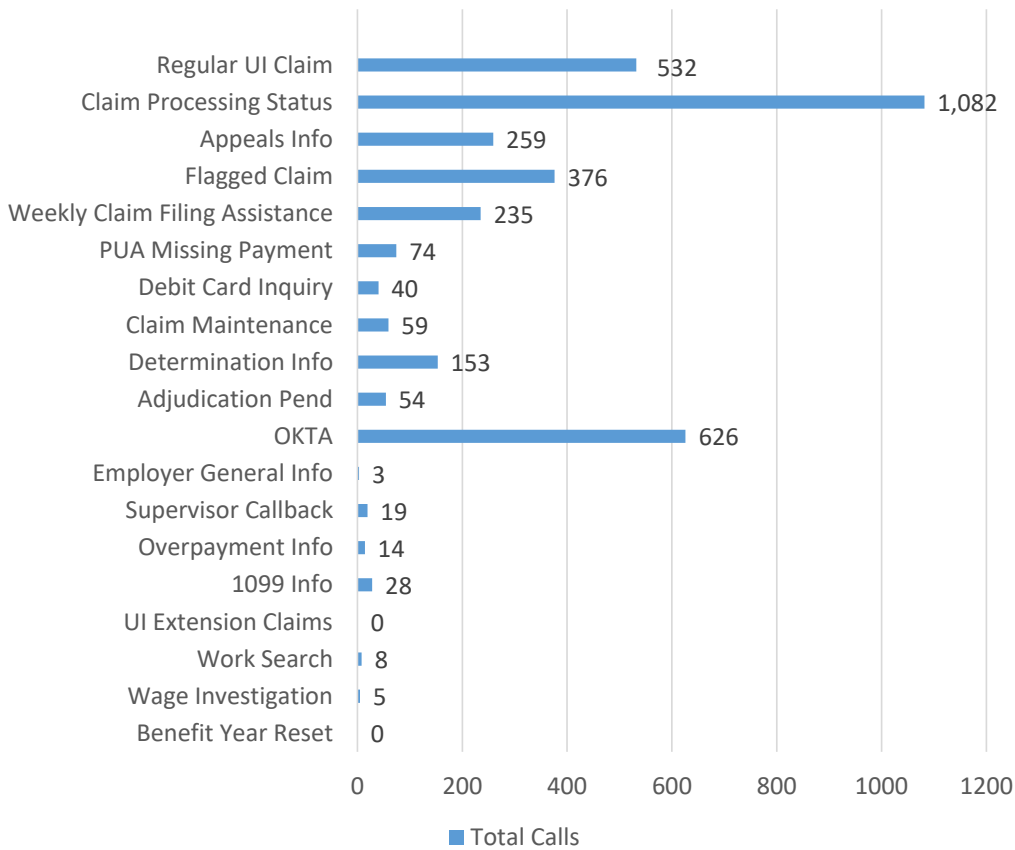


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
03/06/2023	25:32	27%	20%
03/07/2023	22:59	31%	17%
03/08/2023	21:04	37%	14%
03/09/2023	23:55	37%	18%
03/10/2023	25:16	35%	17%

Call Drivers

March 6, 2023 – March 10, 2023



Surge Capacity

KDOL



As of March 17, 2023

Shared Work



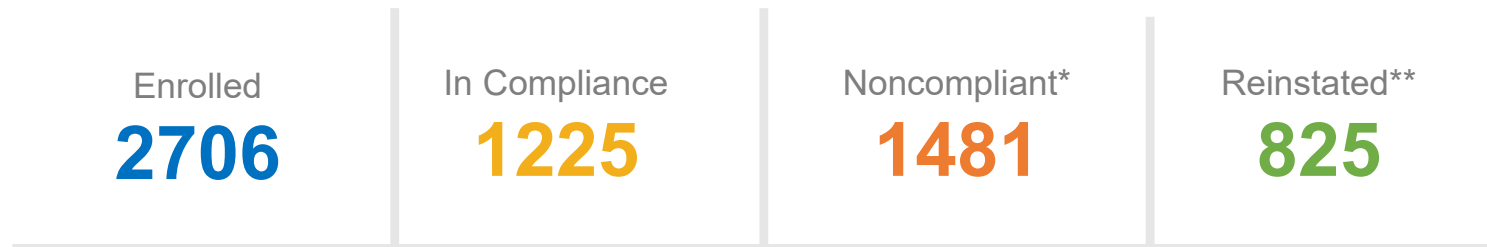
As of March 17, 2023.

**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.*

My Reemployment Plan

Cumulative 2023 Totals



As of March 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.

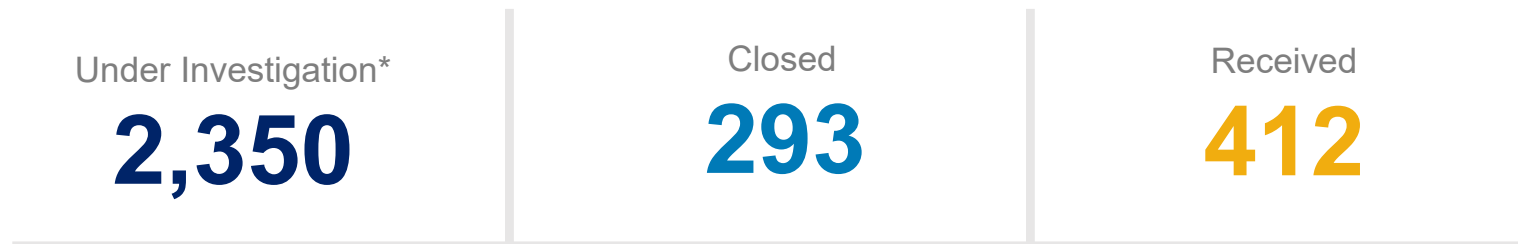
Kansas Department of Labor, Communications Division, 401 SW Topeka Blvd. Topeka, KS 66603 Phone: (785) 296-0901 Fax: (785) 296-0753 Email: KDOL.Communications@ks.gov Web: dol.ks.gov

Job Refusal Determinations



As of March 17, 2023

Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, to March 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

- As of March 17, 2023, the agency has spent: \$4,287,288.08.
- Currently Application design for Tax Iteration 2 modules is in progress
- Tax Iteration 1 modules design approved
- Benefits Iteration 1 modules design has been delivered for approval
- Data migration mapping documents for Benefits and Tax iteration 1 are approved
- Data migration mapping documents Tax iteration 2 approved
- Development environment build completed on local machines and on server repository.
- Organizational Change Management Plan delivered on 2/3

Current & Upcoming Activities

1 Data Mapping for Iteration 2 03/08

2 Benefit iteration2 Application Design 3/24

3 Tax iteration 2 Application Design 03/24