



# UCMIC Report

June 26, 2023

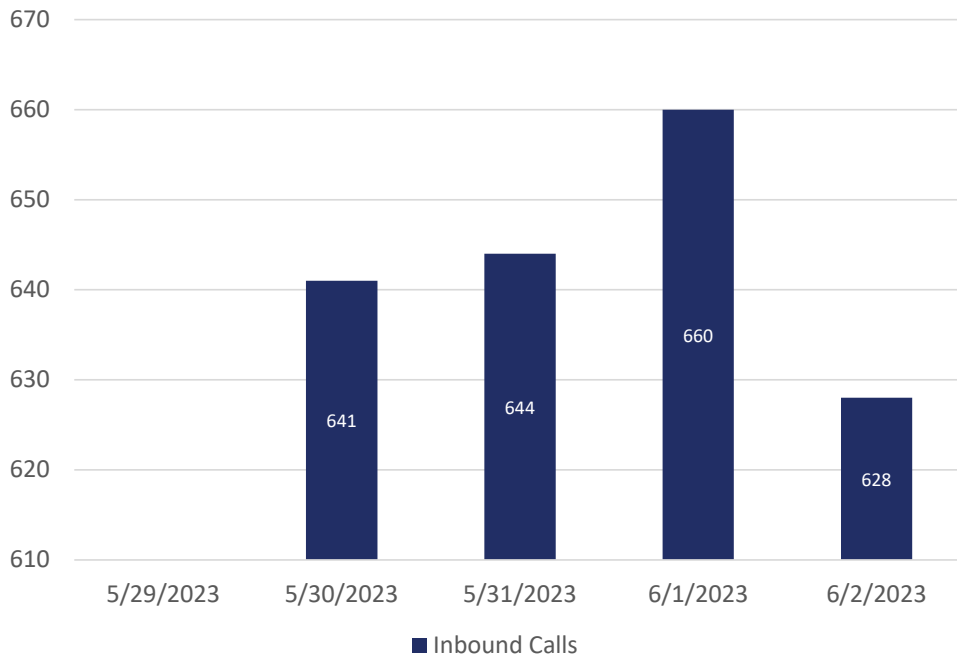
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401 SW Topeka Blvd.  
Topeka, KS 66603  
Phone: (785) 296-0901  
Fax: (785) 296-0753  
[KDOL.Communications@ks.gov](mailto:KDOL.Communications@ks.gov)  
[dol.ks.gov](http://dol.ks.gov)

Amber Shultz, Secretary  
Laura Kelly, Governor

# Call Center Performance Metrics

## Call Volume

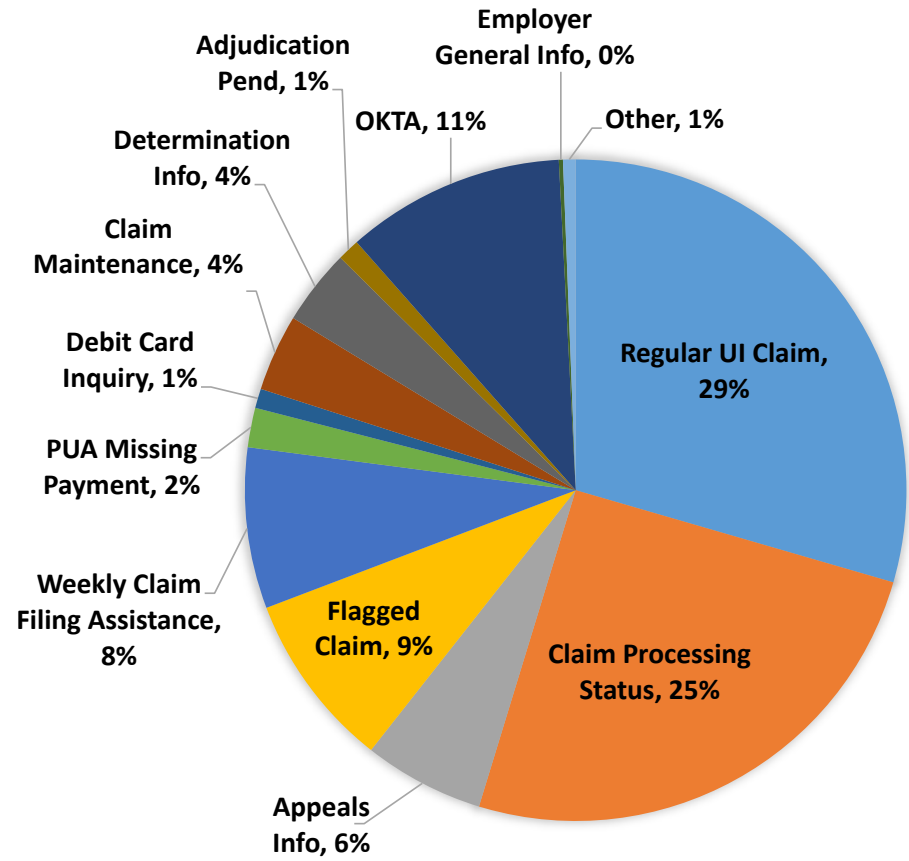
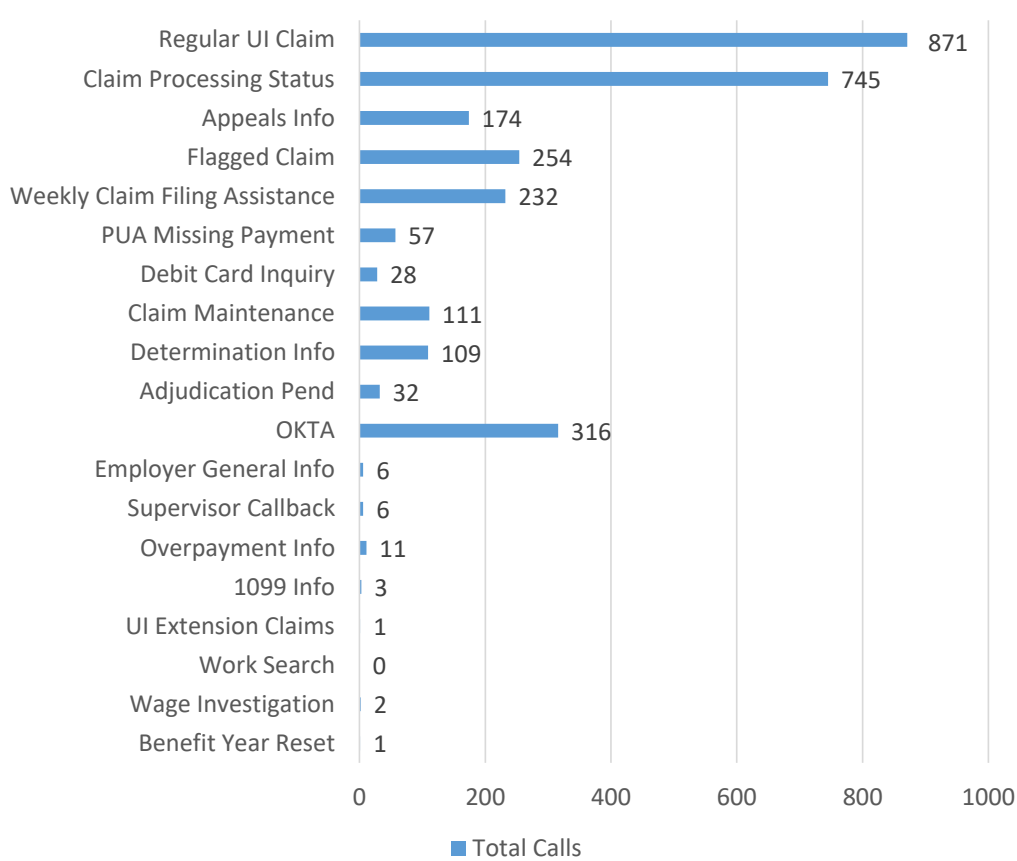


## Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>05/29/2023</b>			
<b>05/30/2023</b>	20:59	35%	14%
<b>05/31/2023</b>	17:09	41%	14%
<b>06/01/2023</b>	13:37	49%	12%
<b>06/02/2023</b>	16:26	52%	17%

# Call Drivers

May 29, 2023 – June 2, 2023



# Surge Capacity

**KDOL**



*As of June 9, 2023*

# Shared Work



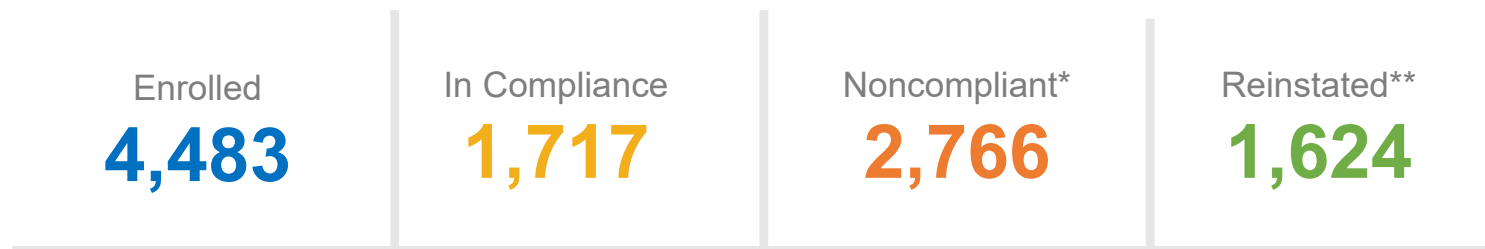
As of June 9, 2023.

*\*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 June 9, 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.

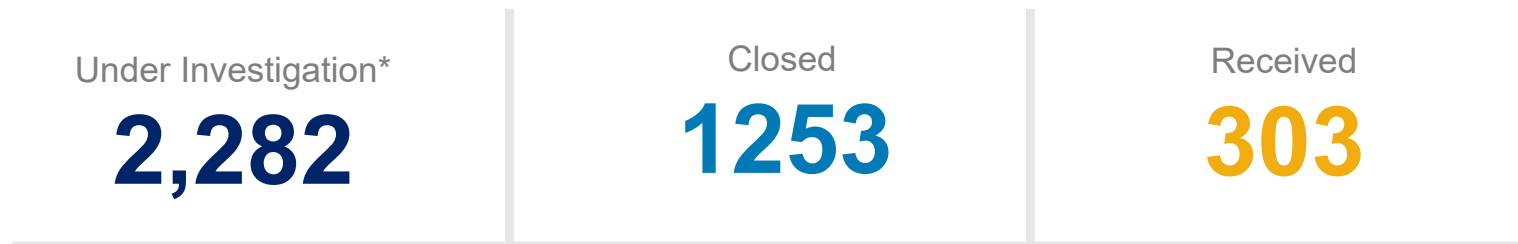
Kansas Department of Labor, Communications Division, 401 SW Topeka Blvd. Topeka, KS 66603 Phone: (785) 296-0901 Fax: (785) 296-0753 Email: KDOL.Communications@ks.gov Web: dol.ks.gov

# Job Refusal Determinations



As of June 9, 2023

# Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, to June 9, 2023.

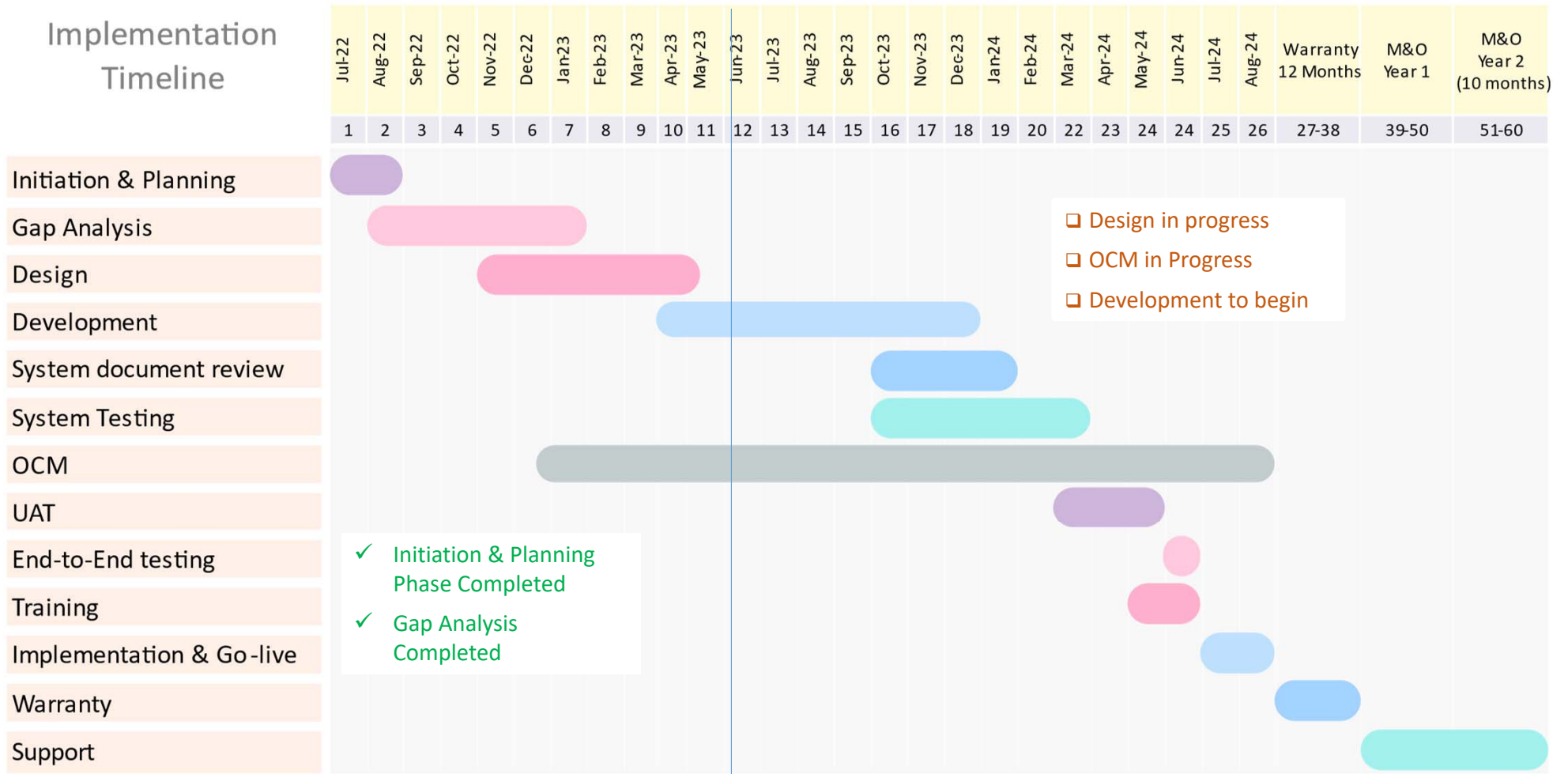
*\*These investigations are primarily non-ID verification cases such as wage fraud investigations, fraudulent documentation investigations, and investigations into potential employer fraud.*



# Status of Modernization

- As of June 9, 2023, the agency has spent: \$8,072,857.80
- Application design for Tax Iteration 3 submitted for approval
- Application design for Benefits Iteration 2 and 3 in progress
- Data migration mapping documents for Benefits iteration 3 approved
- Data migration mapping documents for Tax iteration 3 approved
- Development in progress for Tax Iteration 1
- Data migration development for Benefits Iteration 1 in progress
- Data migration development for Tax Iteration 1 in progress

# Program Timeline



# Current & Upcoming Activities

- Application design for Benefits Iteration 2 - Due 5/24
- Development in progress for Tax Iteration 1 – Due 7/27
- Data migration development for Benefits Iteration 1 – Due 6/16
- Data migration development for Tax Iteration 1 – Due 6/16