



UCMIC Report

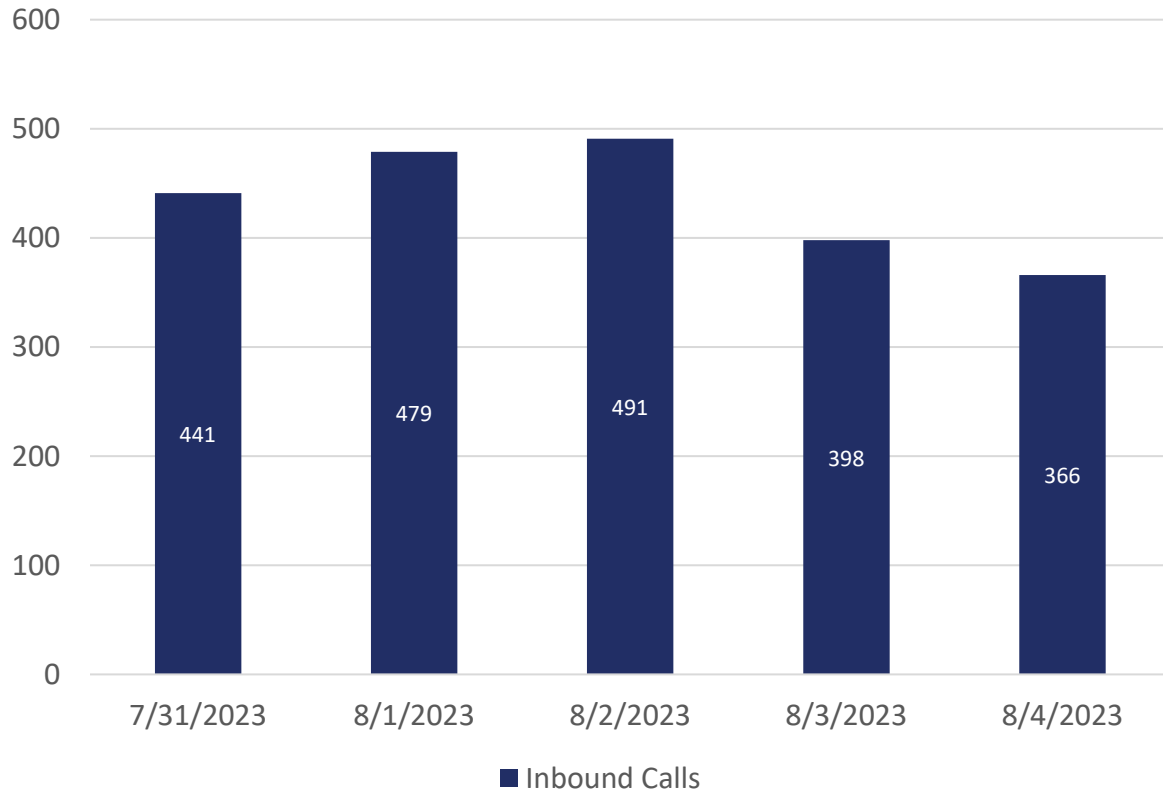
August 15, 2023

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

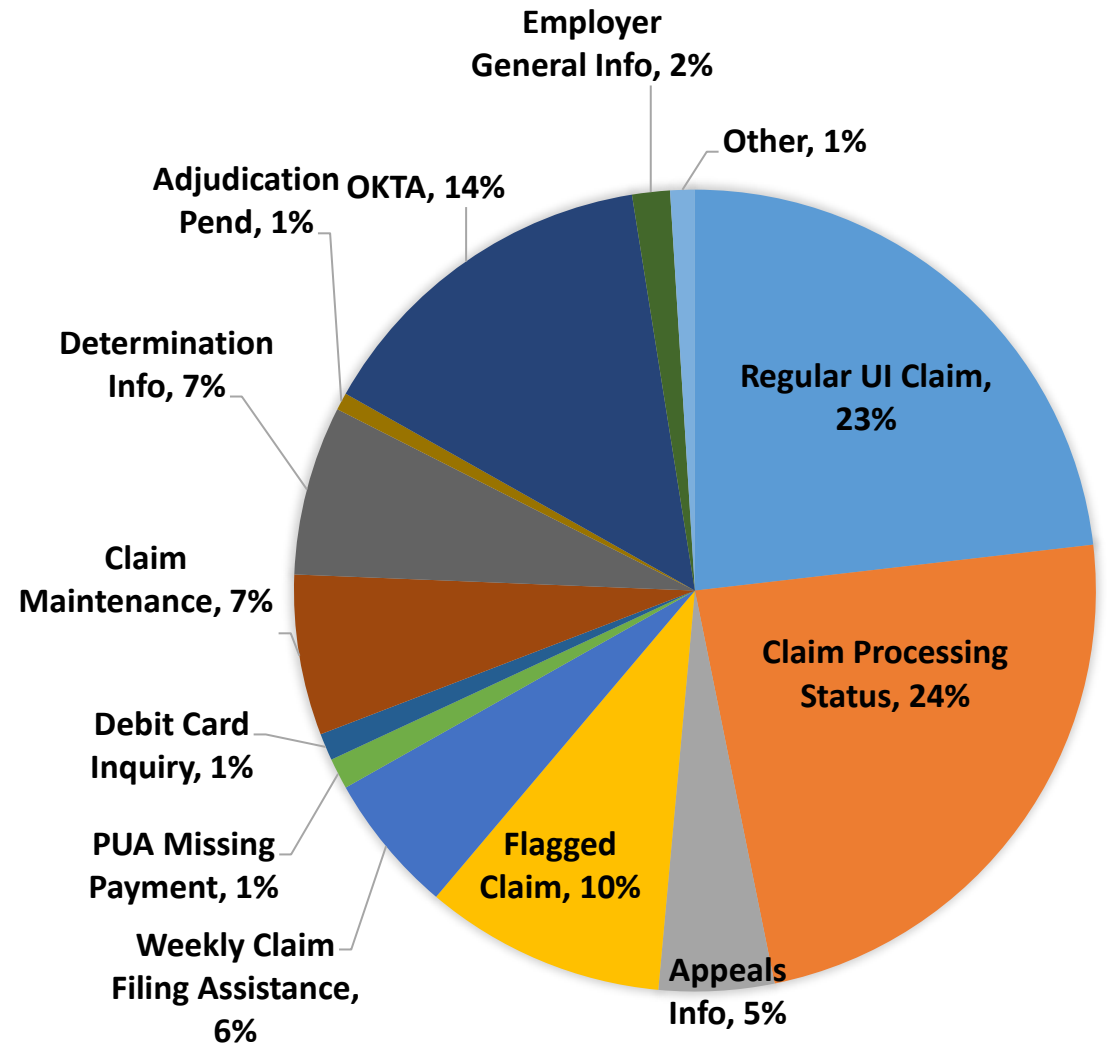
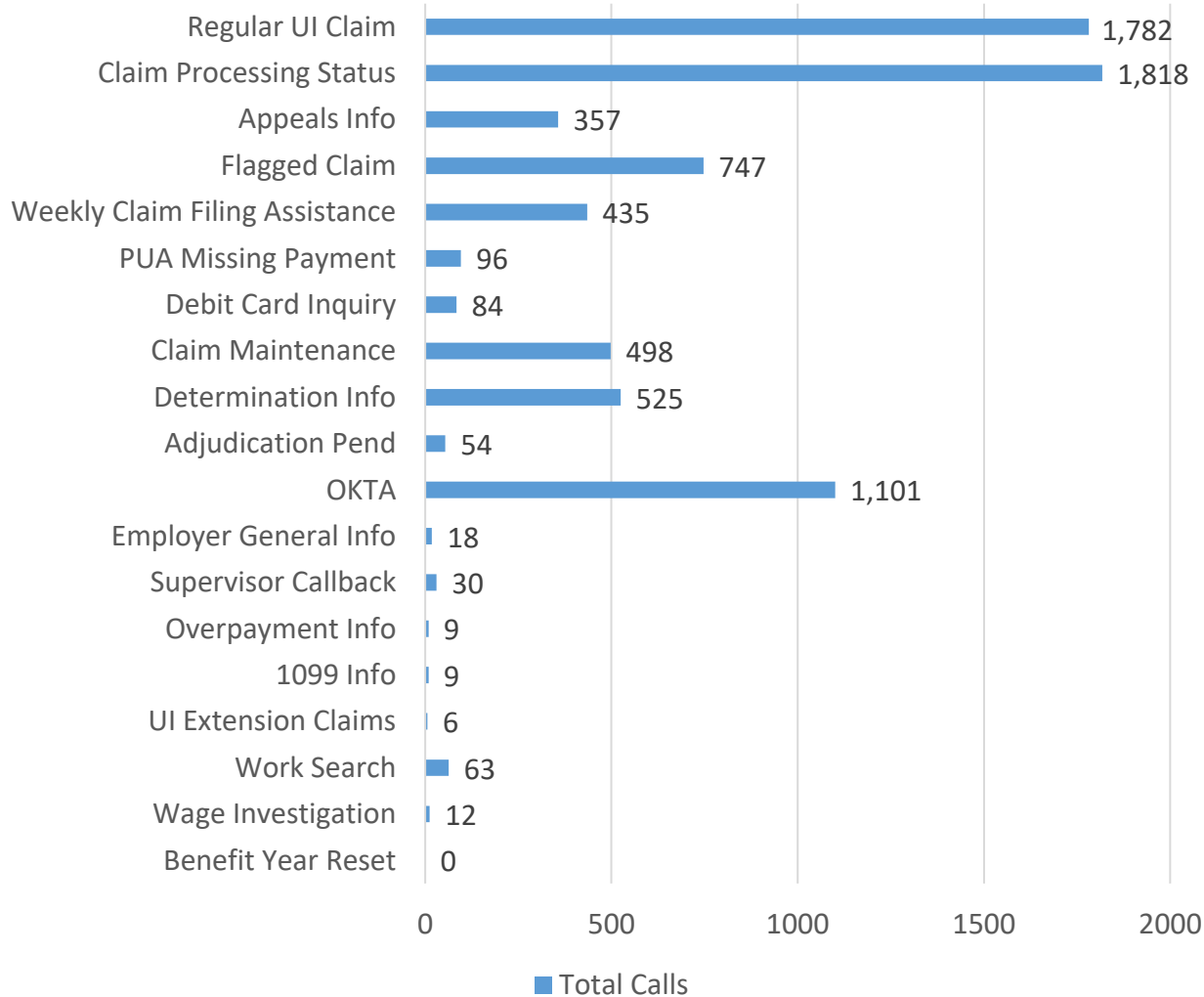


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
7/31/2023	33:23	21%	20%
8/1/2023	24:00	27%	15%
8/2/2023	19:20	31%	16%
8/3/2023	30:34	29%	14%
8/4/2023	28:34	27%	18%

Call Drivers

July 31, 2023 – August 4, 2023



Surge Capacity

KDOL



As of August 4, 2023

Shared Work



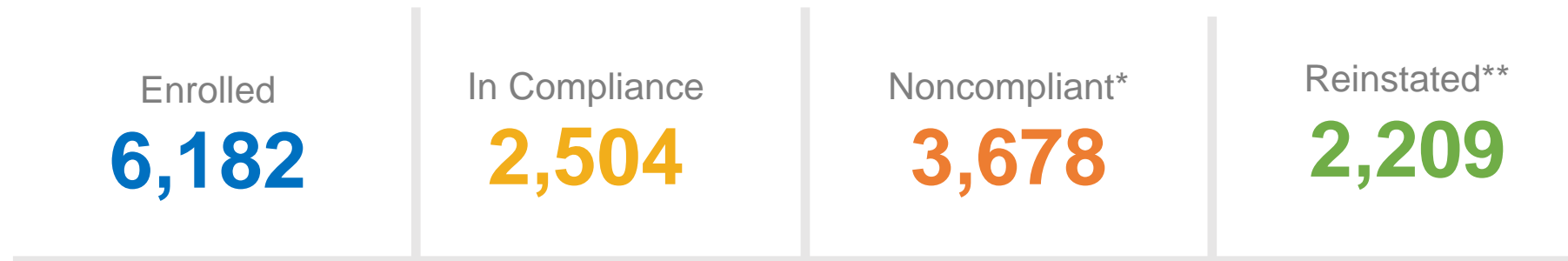
As of August 4, 2023.

**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 August 4, 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.

Job Refusal Determinations



As of August 4, 2023

Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, to August 4th, 2023.

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

The following disruptions were reported in July:

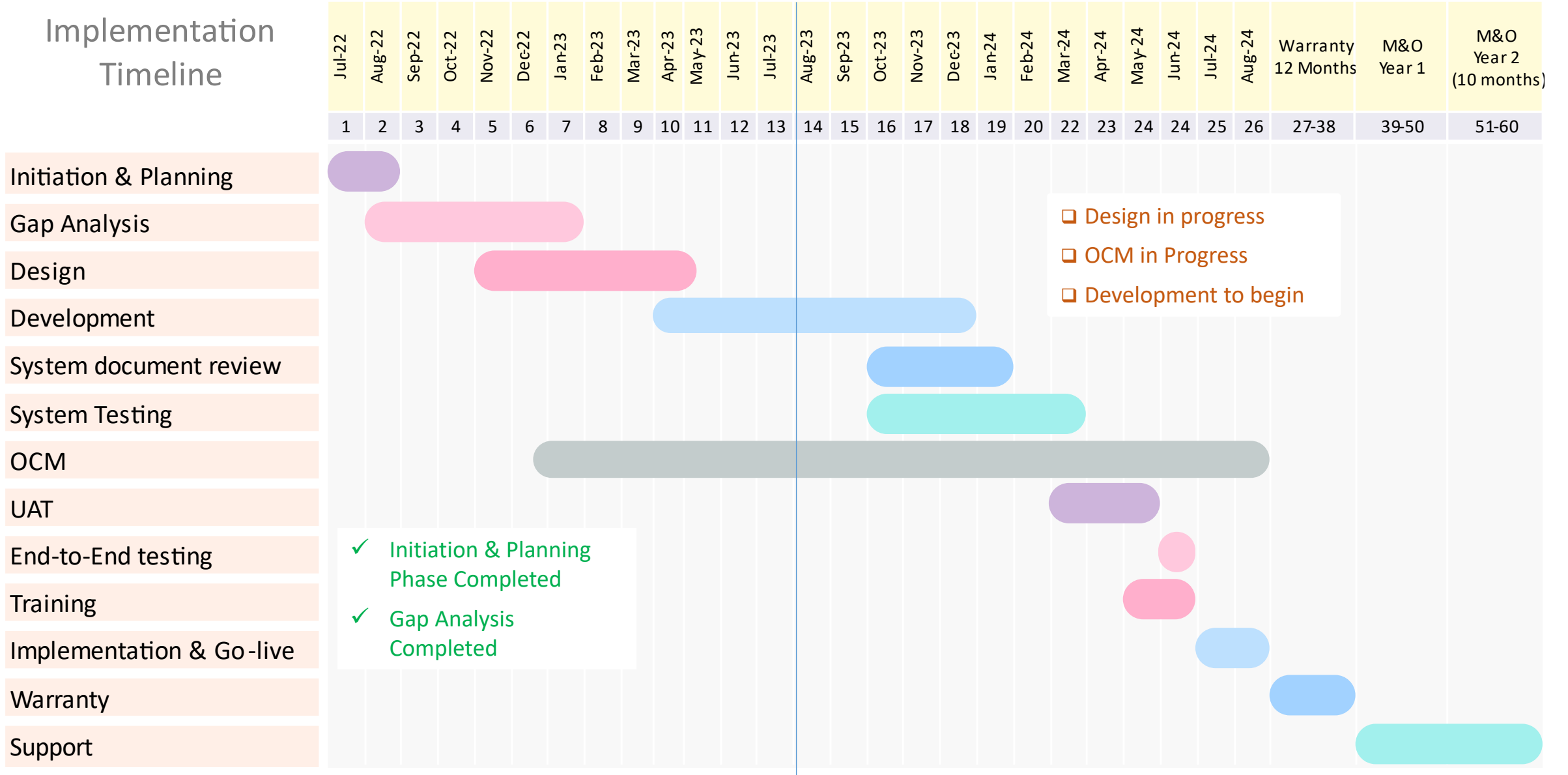
- No disruptions since last report.

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

Implementation Timeline



- Design in progress
- OCM in Progress
- Development to begin

- ✓ Initiation & Planning Phase Completed
- ✓ Gap Analysis Completed

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