



UCMIC Report

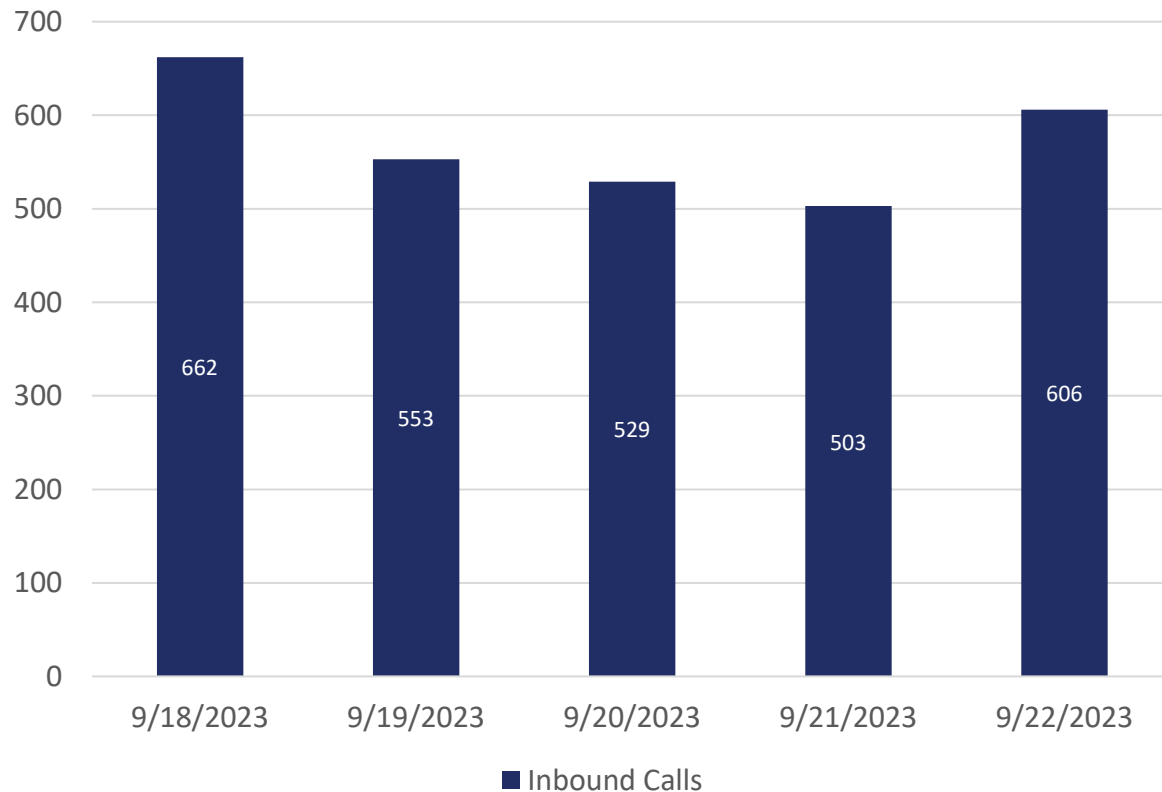
September 30, 2023

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

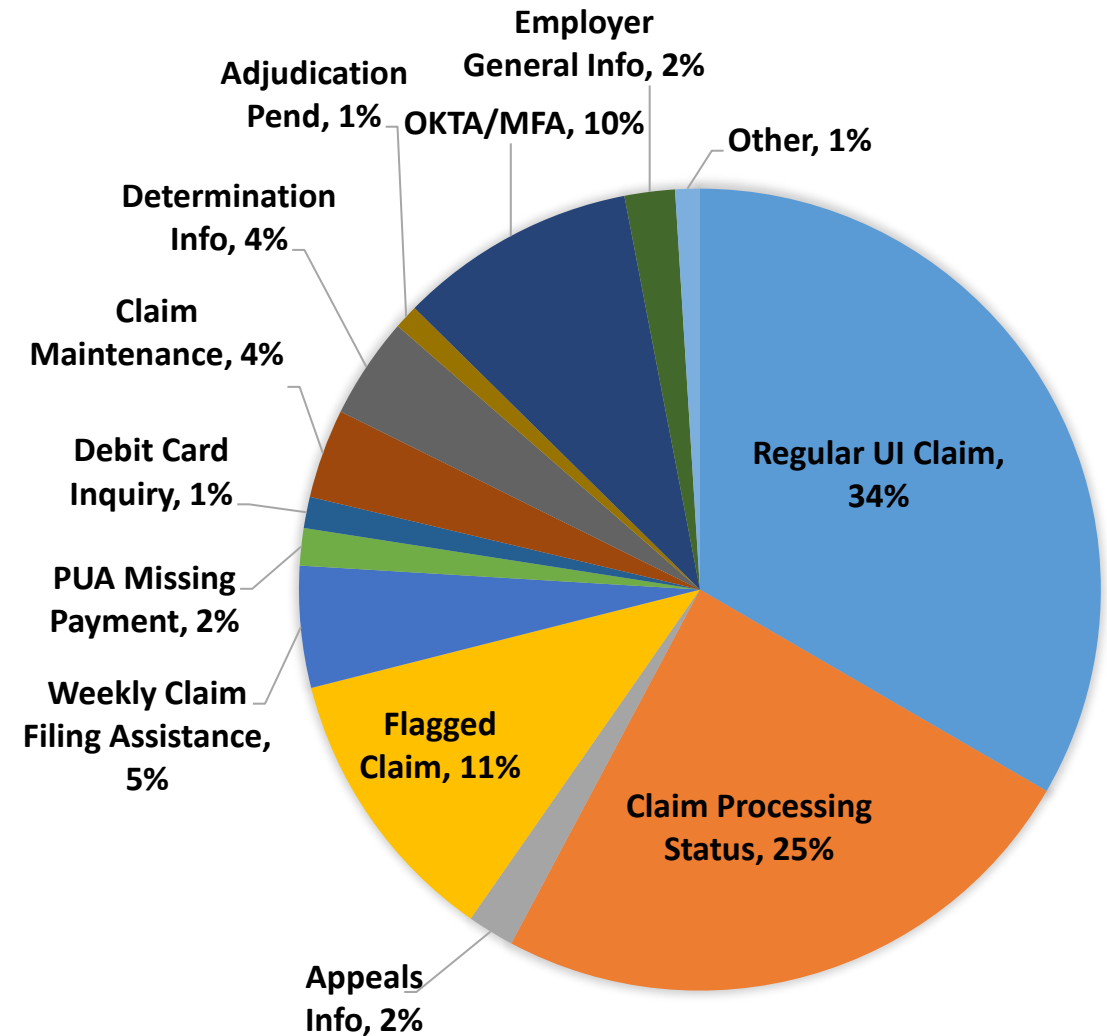
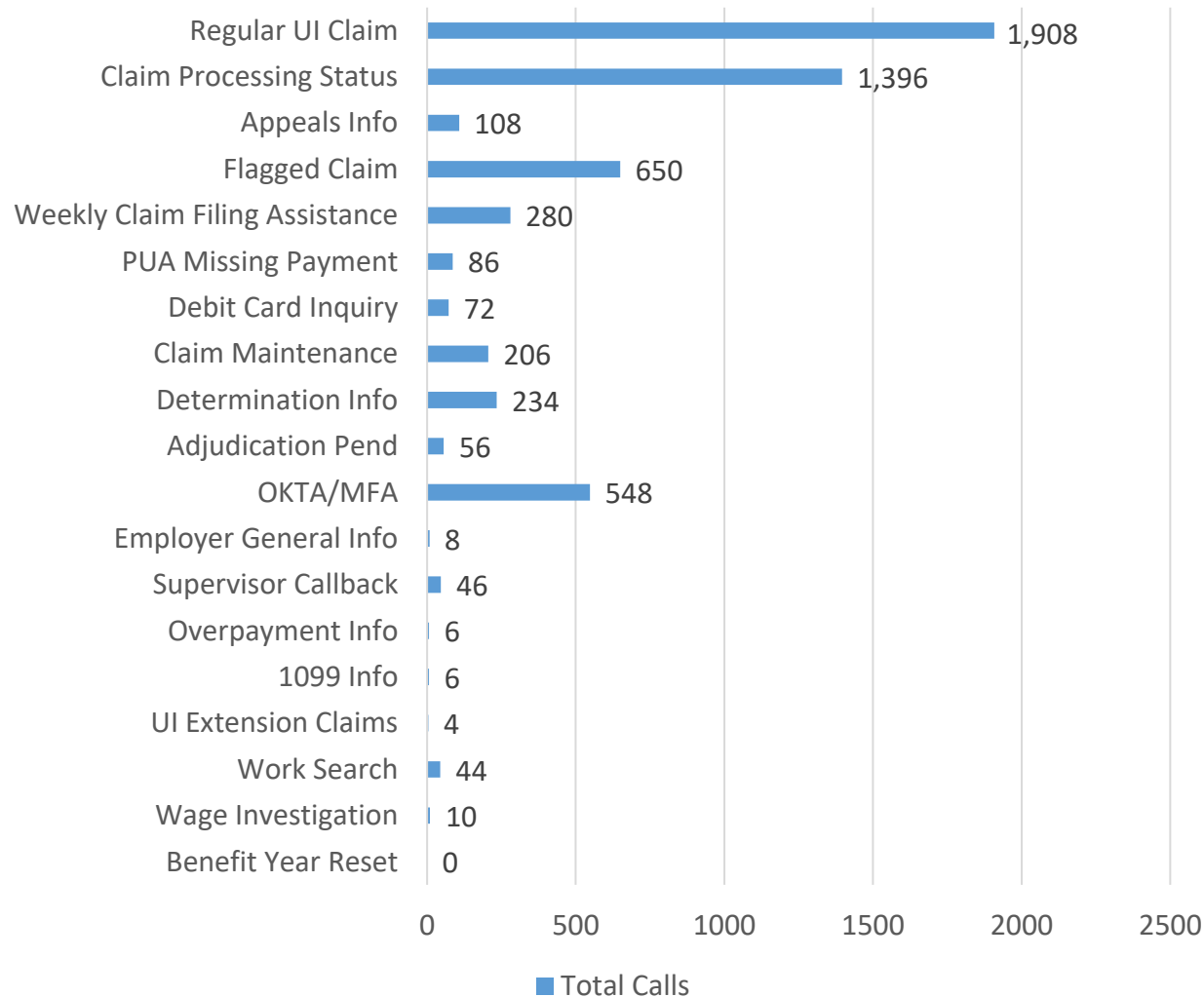


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
9/18/2023	16.24	43%	13%
9/19/2023	16.17	48%	13%
9/20/2023	19.02	47%	15%
9/21/2023	11.07	59%	11%
9/22/2023	12.08	65%	11%

Call Drivers

September 18, 2023 – September 22, 2023



Surge Capacity

KDOL



As of September 27, 2023

Shared Work

Total Plans in Effect

103

Total Employers Enrolled*

72

Total Employees**

4,376

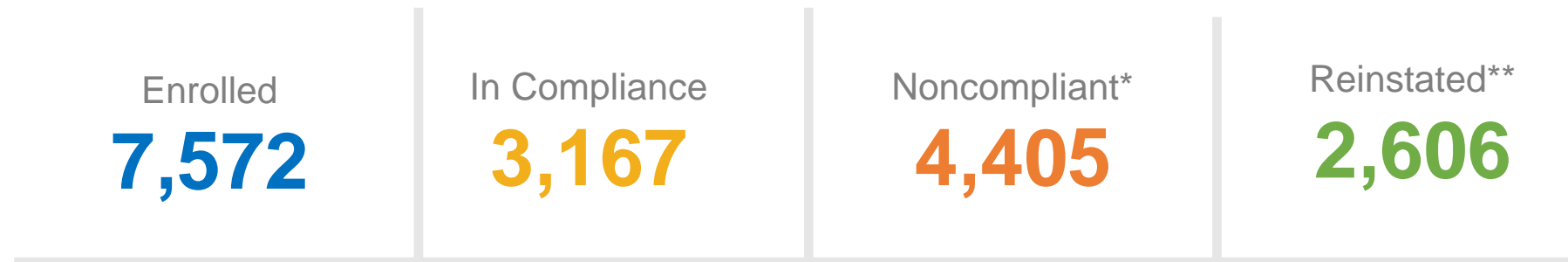
As of September 27, 2023.

**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 September 27, 2023.

**These are claimants who have currently failed to meet MRP requirements. These claimants can be reinstated in the program in certain situations.*

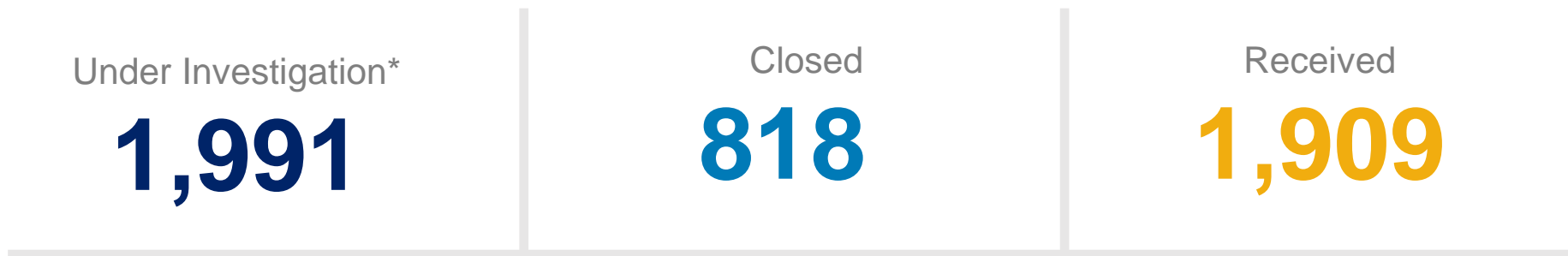
*** These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.*

Job Refusal Determinations



As of September 27, 2023

Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, to September 27th, 2023.

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

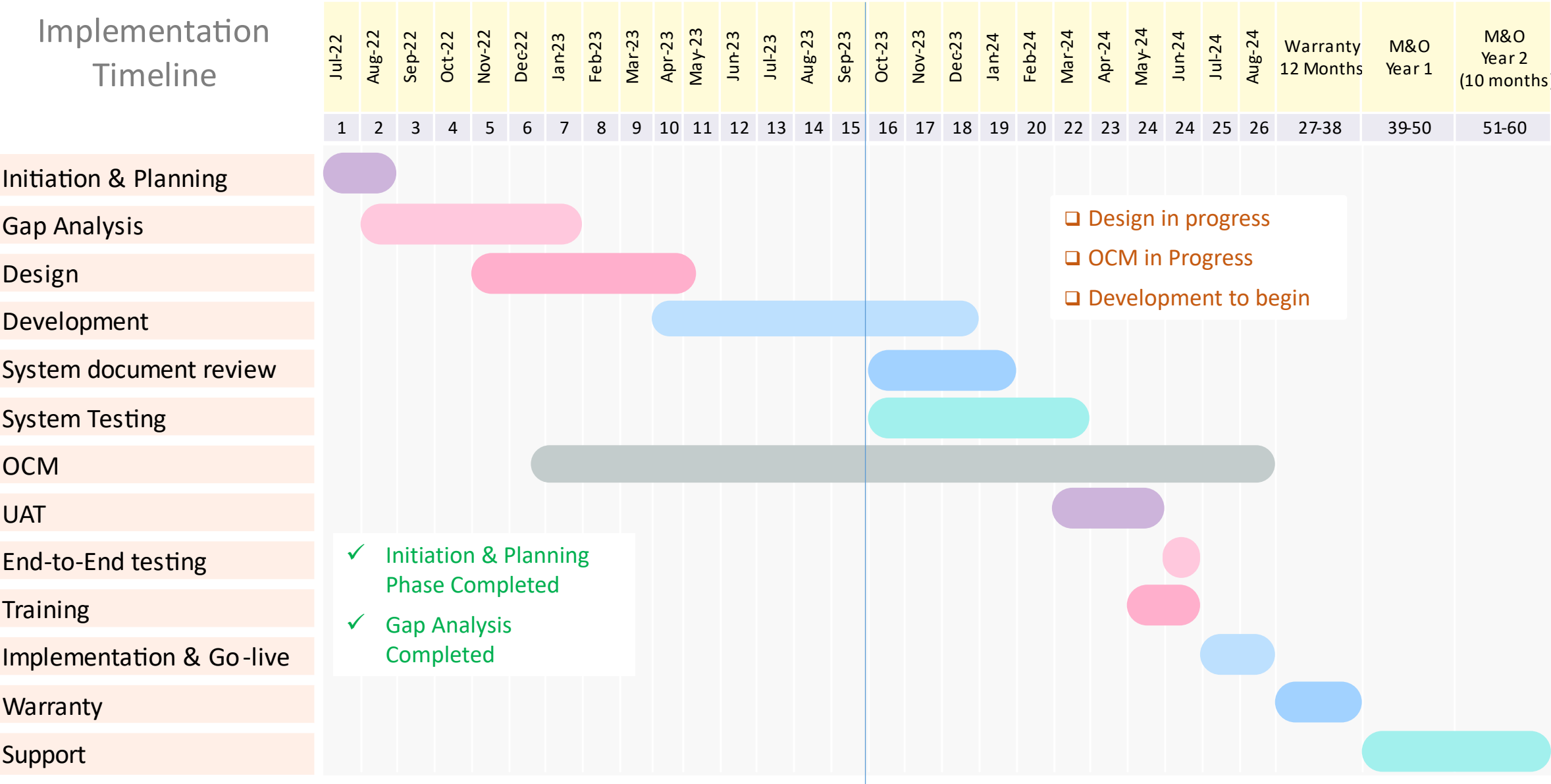
The following disruptions were reported in September:

- September 21, 2023 - Fiber cut in Illinois resulted in a 2.5 hour outage for the SOK Mainframe. At that same time KDOL had the GKB website in maintenance mode for an OKTA enhancement. Access to GKB was brought back online by 8:45pm.

Status of Modernization

- As of September 1, 2023, the agency has spent: \$11,954,441
- Application Design iterations 1 & 2 complete and 3 in process
- Tax iteration 1 & 2 complete and 3 in process
- Benefits iteration 1 complete and 2 in process
- Application Development iteration 1 in process
- Change Control Board (CCB) made no changes this month
- AWS hosting environment continues to work in acquiring the needed licensing for the Software Development Environment.

Program Timeline



Current & Upcoming Activities

- Completion of iteration 3 Benefits Database Design
- Benefits iteration 2 Data Migration Development
- App Design for Benefits Iteration 3
- Benefits iteration 1 Application Development