

UCMIC Report

October 15, 2023-

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

Amber Shultz, Secretary Laura Kelly, Governor

Call Center Performance Metrics

700 600 500 400 654 622 300 567 528 521 200 100 0 10/2/2023 10/3/2023 10/4/2023 10/5/2023 10/6/2023 Inbound Calls

Call Volume

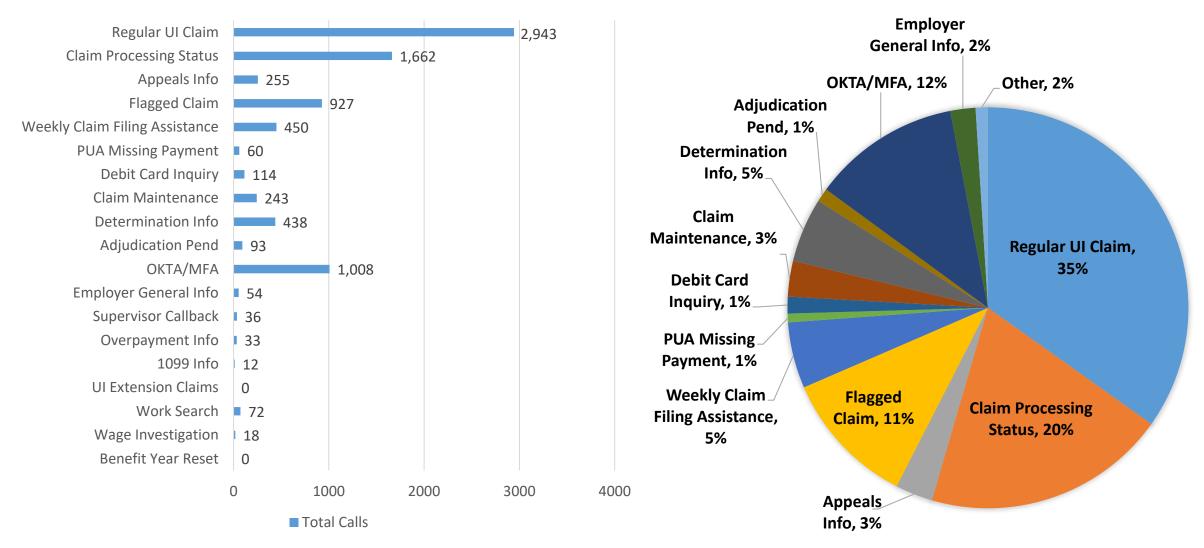
Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned					
10/2/2023	24.51	28%	17%					
10/3/2023	23.43	37%	13%					
10/4/2023	17.60	51%	13%					
10/5/2023	10.42	63%	11%					
10/6/2023	13.31	60%	13%					

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Call Drivers

October 2, 2023 – October 6, 2023



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Surge Capacity



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Shared Work



As of October 6, 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 October 6, 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



Total Claimants Denied Benefits as Result of Determination

99

Total Claimants Found to Have Good Cause for Job Refusal

22

As of October 6, 2023



Fraud Case Status



Status breakdown from fraud cases received from September 1, 2021, to October 6th, 2023.

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

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The following disruptions were reported in October:

• October 10, 2023 - Mainframe was down until 8:55am due to a vendor issue. OITS was able to switch to a backup circuit and access was restored within the hour. Call Center resumed full operations by 9am.

Status of Modernization

- As of October 15th, 2023, the agency has spent: \$11,954,440.80
- Application Design iterations 1-3 complete
- Data Migration iterations Tax and Benefits 1-3 complete
- Application Development iteration for Tax 1 complete
- Application Development iteration for Benefits 1 in progress
- Change Control Board (CCB) made no changes this month

Program Timeline

Implementation Timeline	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	Ma y- 23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Warranty 12 Months		M&O Year 2 (10 months)
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	22	23	24	24	25	26	27-38	39-50	51-60
Initiation & Planning																													
Gap Analysis																						Des	ign	in p	rogr	ress			
Design																							V in		-				
Development																						Dev	elo	ome	ent t	o bo	egin		
System document review																													
System Testing																													
OCM																													
UAT																													
End-to-End testing	v	 ✓ Initiation & Planning Phase Completed ✓ Gap Analysis 																											
Training	v																												
Implementation & Go-live			Com																										
Warranty																													
Support																													

Current & Upcoming Activities

- App Design for Benefits Iteration 3 completed
- Benefits Iteration 1 Application Development
- System testing for Tax Iteration 1
- Benefits and Tax Iteration 2 CR test cases being reviewed by KDOL