



UCMIC Report

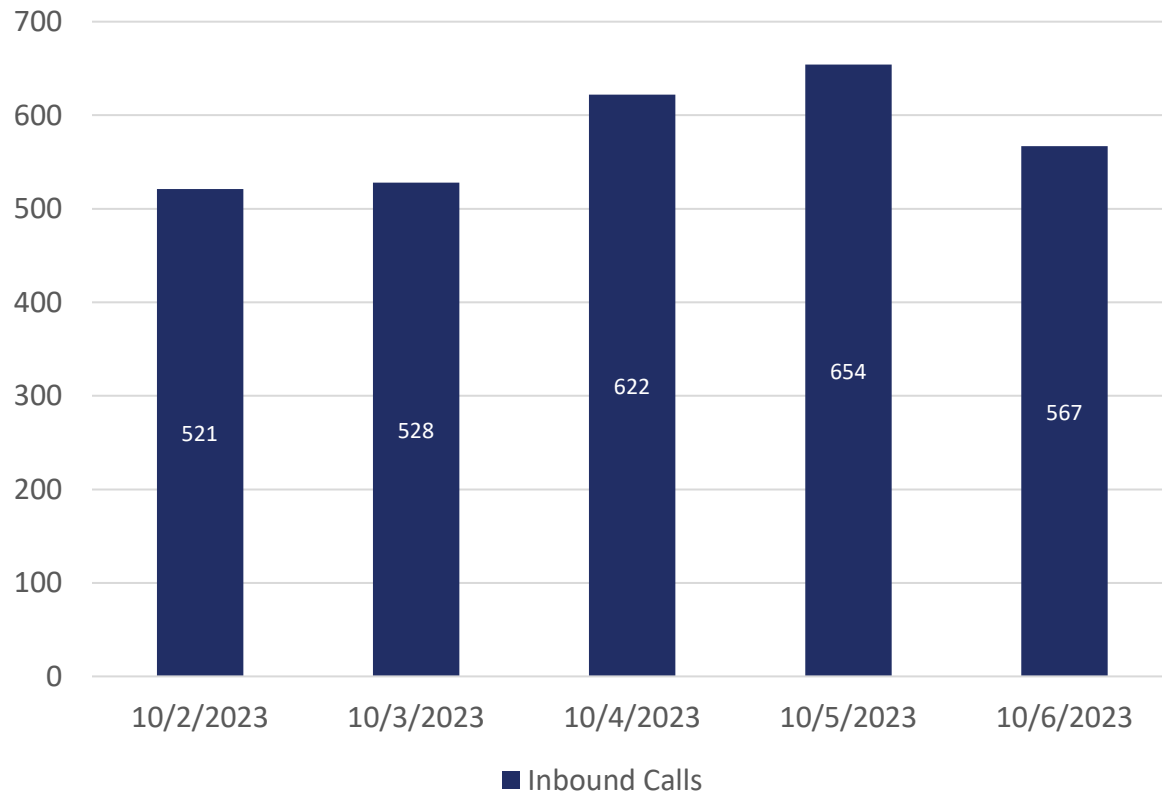
October 15, 2023

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

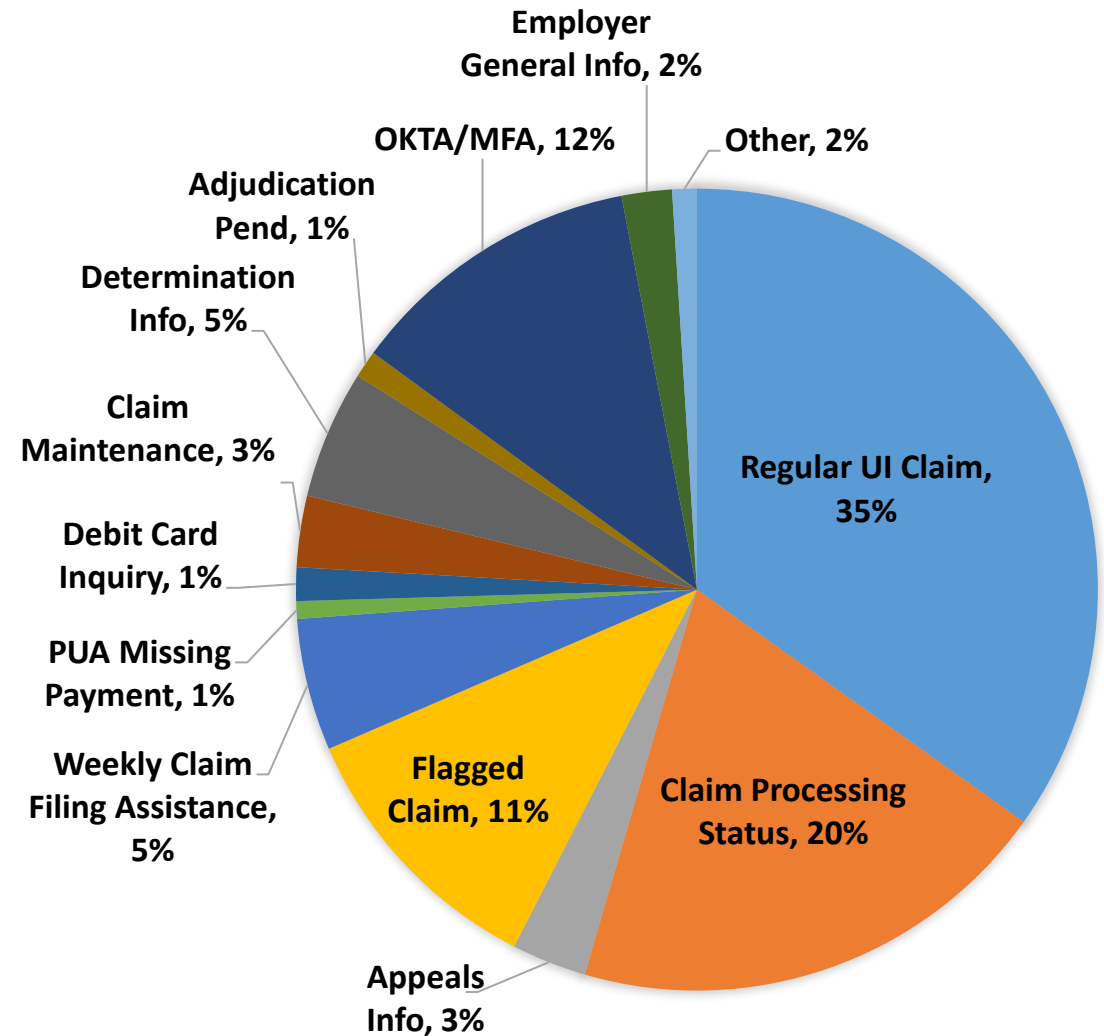
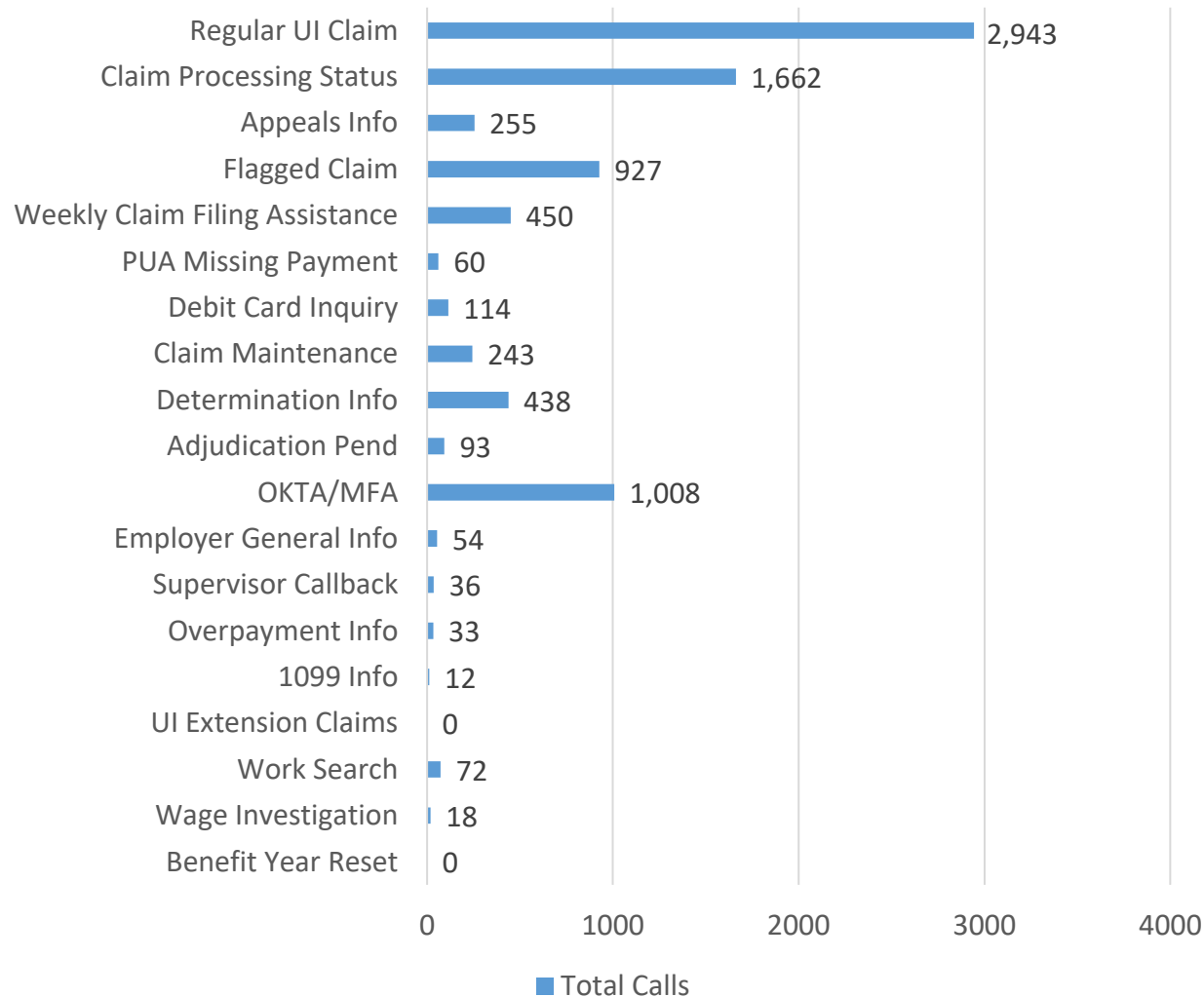


Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
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%

Call Drivers

October 2, 2023 – October 6, 2023



Surge Capacity

KDOL



As of October 6, 2023

Shared Work

Total Plans in Effect

96

Total Employers Enrolled*

67

Total Employees**

4,096

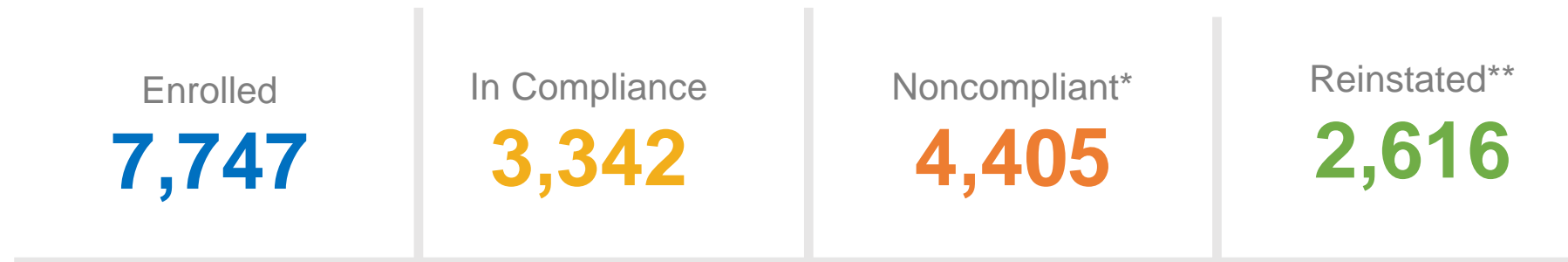
As of October 6, 2023.

**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.*

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.*

Job Refusal Determinations

Total
Determinations

121

Total Claimants Denied
Benefits as Result of
Determination

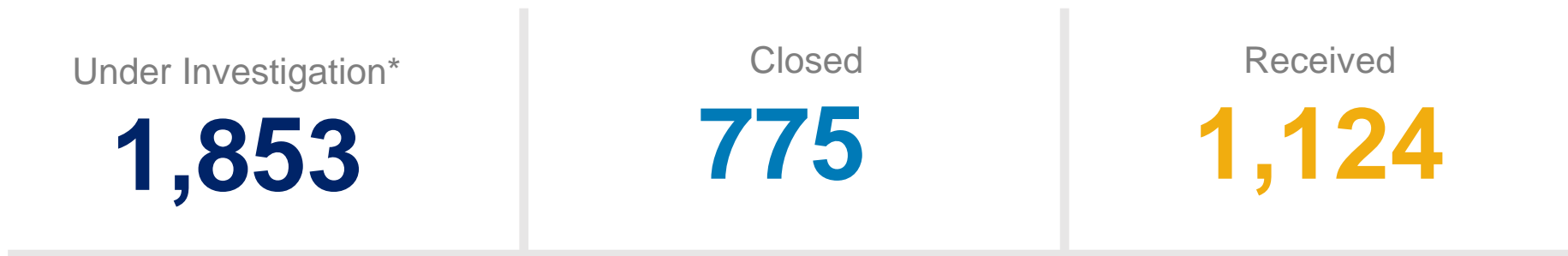
99

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.*

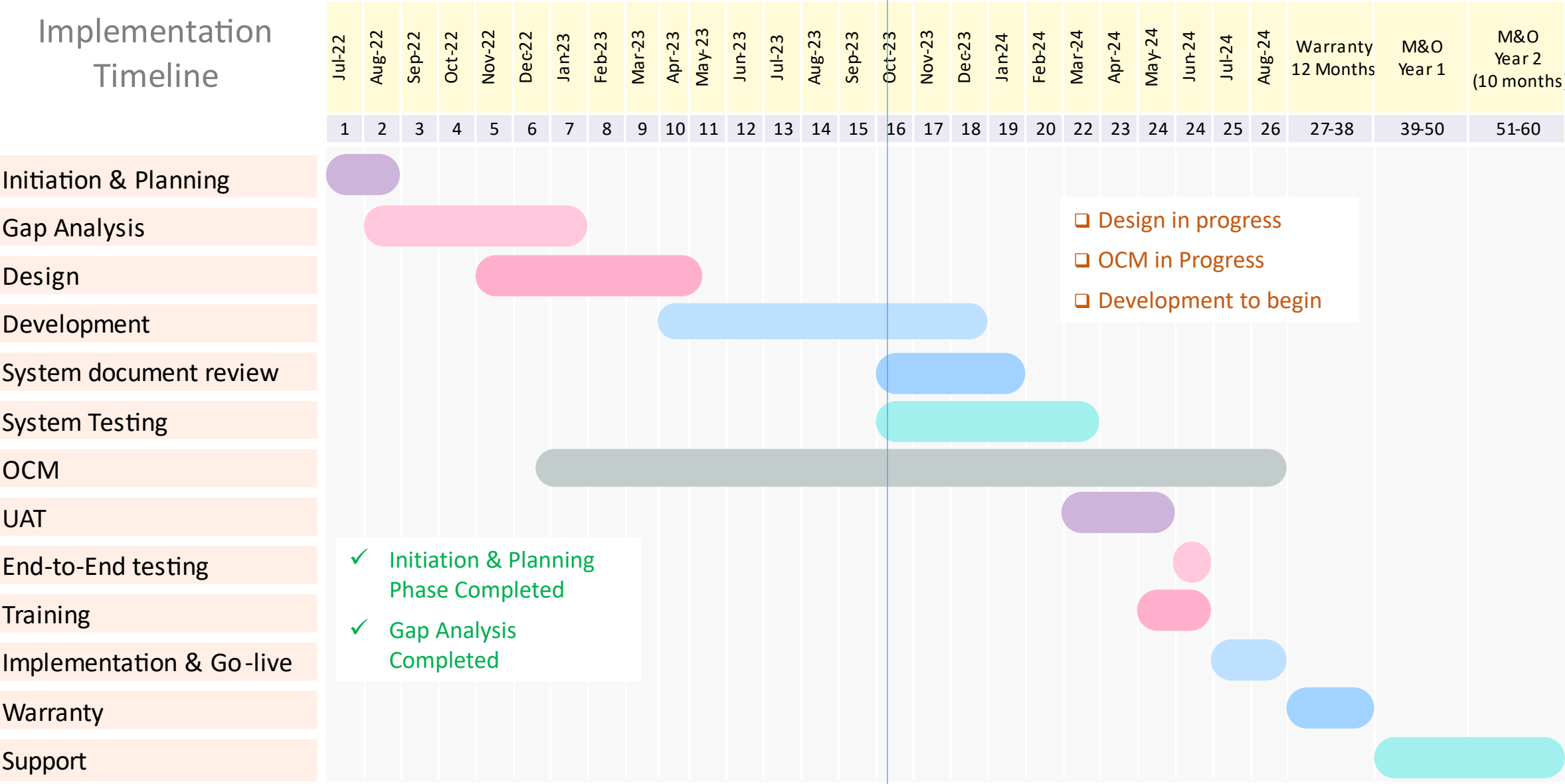
The following disruptions were reported in October:

- 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



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