



# UCMIC Report

October 30, 2023

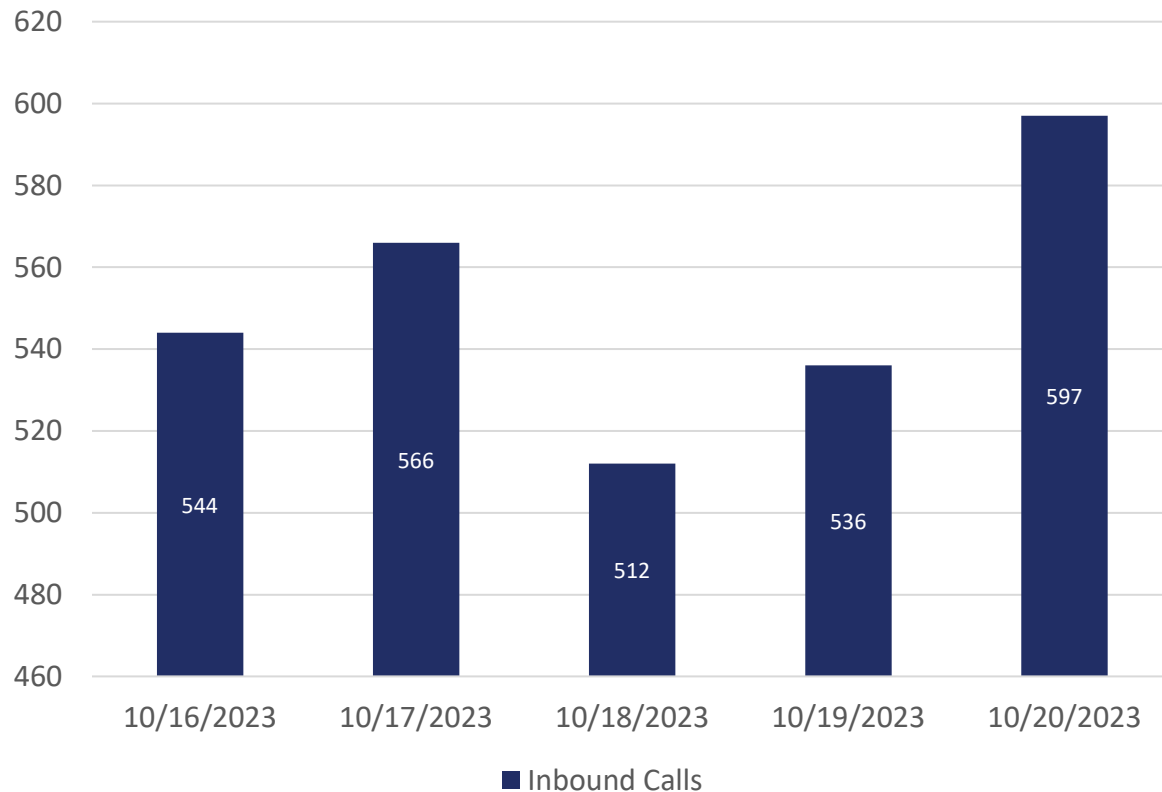
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Amber Shultz, Secretary  
Laura Kelly, Governor

# Call Center Performance Metrics

## Call Volume

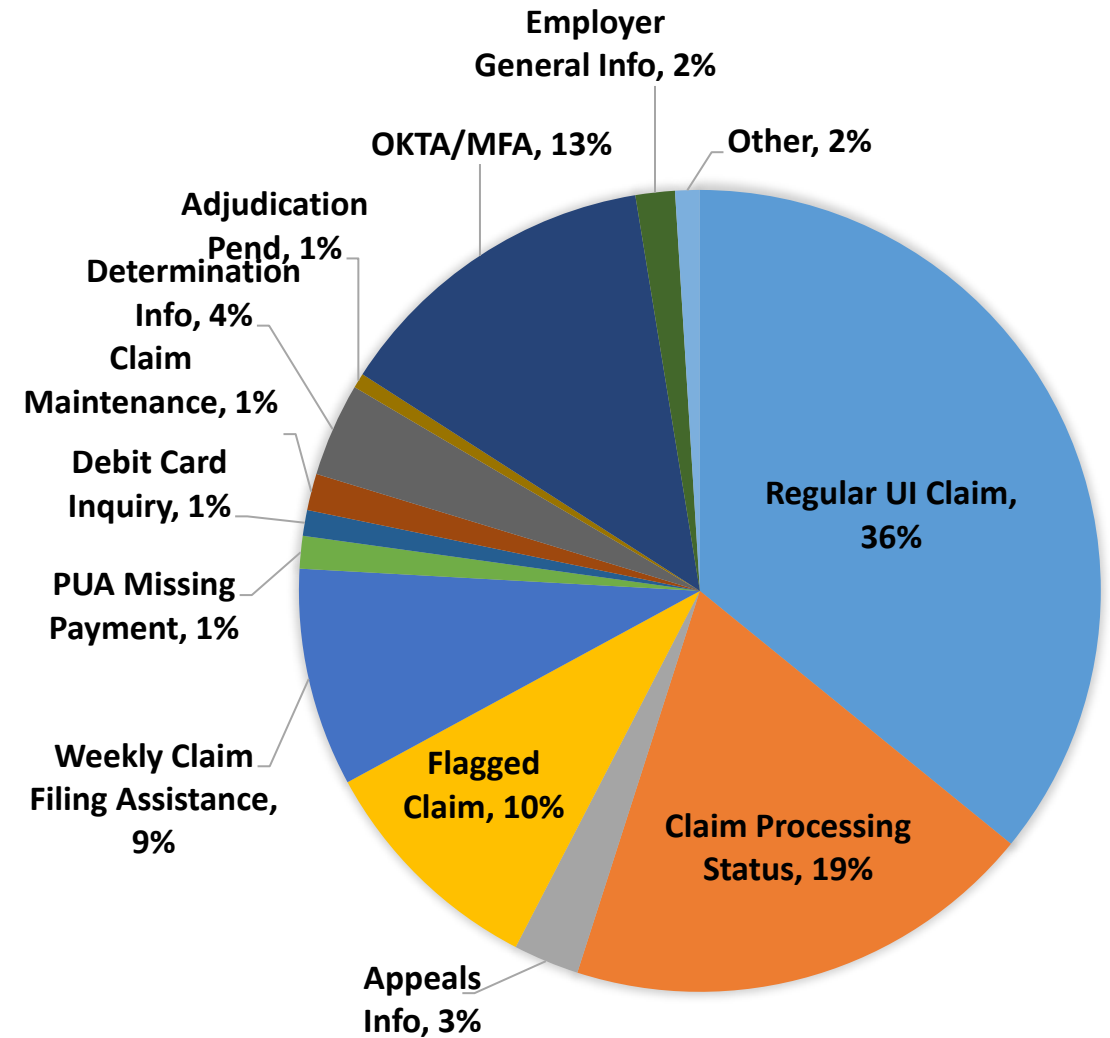
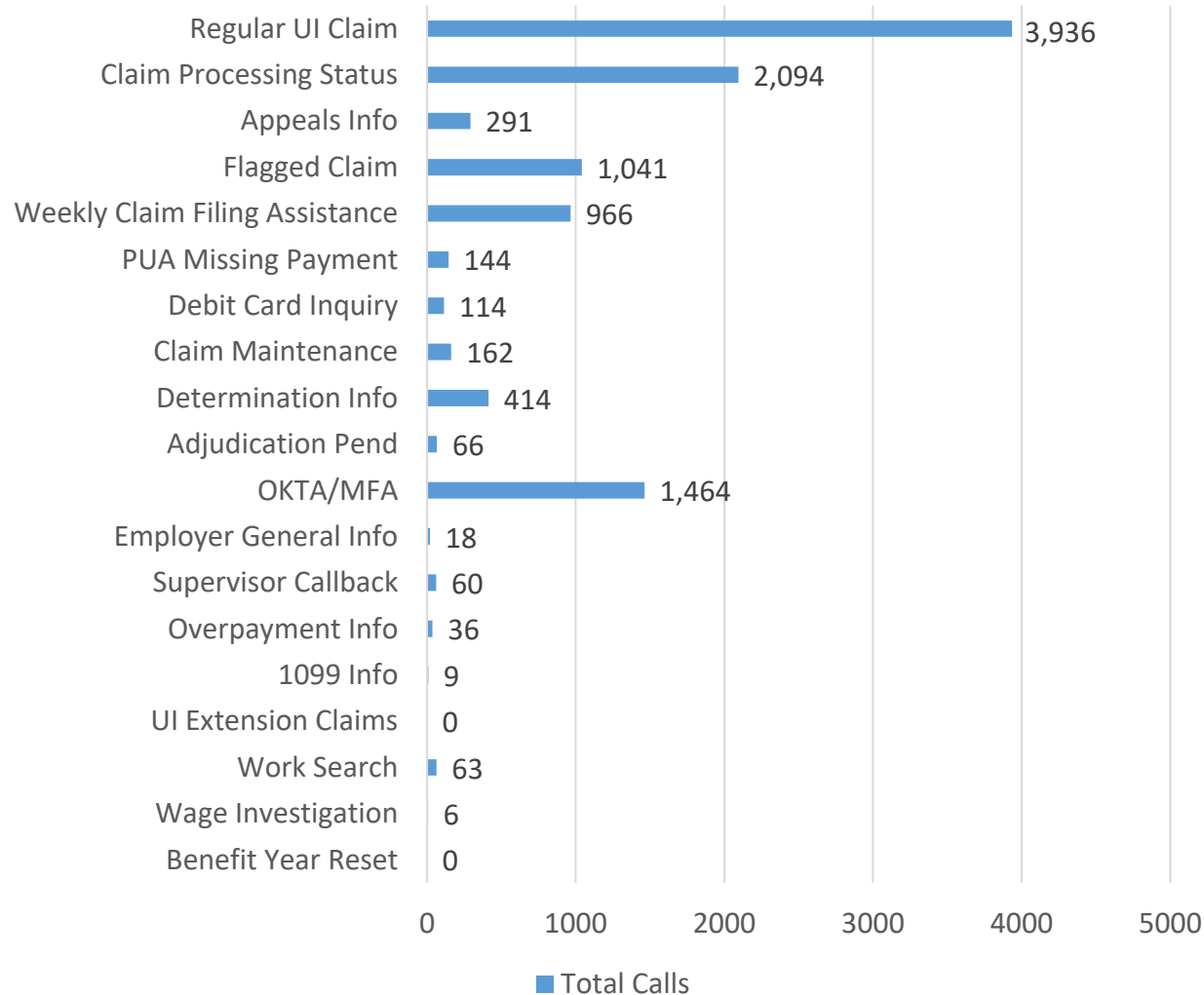


## Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
10/16/2023	25.30	29%	16%
10/17/2023	18.15	40%	13%
10/18/2023	16.47	40%	11%
10/19/2023	13.33	48%	14%
10/20/2023	9.19	60%	8%

# Call Drivers

October 16, 2023 – October 20, 2023



# Surge Capacity

**KDOL**



*As of October 20, 2023*

# Shared Work

Total Plans in Effect

**97**

Total Employers Enrolled\*

**70**

Total Employees\*\*

**4,108**

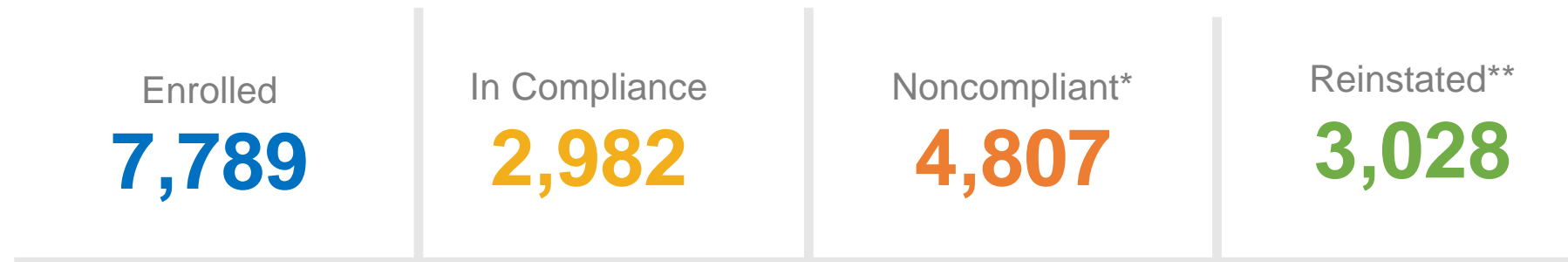
*As of October 20, 2023.*

*\*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 20, 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

**124**

Total Claimants Denied  
Benefits as Result of  
Determination

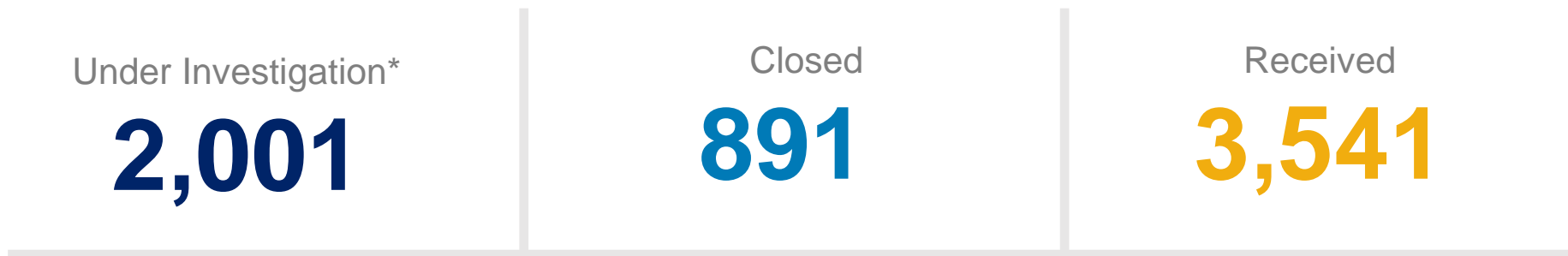
**102**

Total Claimants Found to  
Have Good Cause for Job  
Refusal

**22**

*As of October 20, 2023*

# Fraud Case Status



*Status breakdown from fraud cases received from September 1, 2021, to October 26th, 2023.*

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

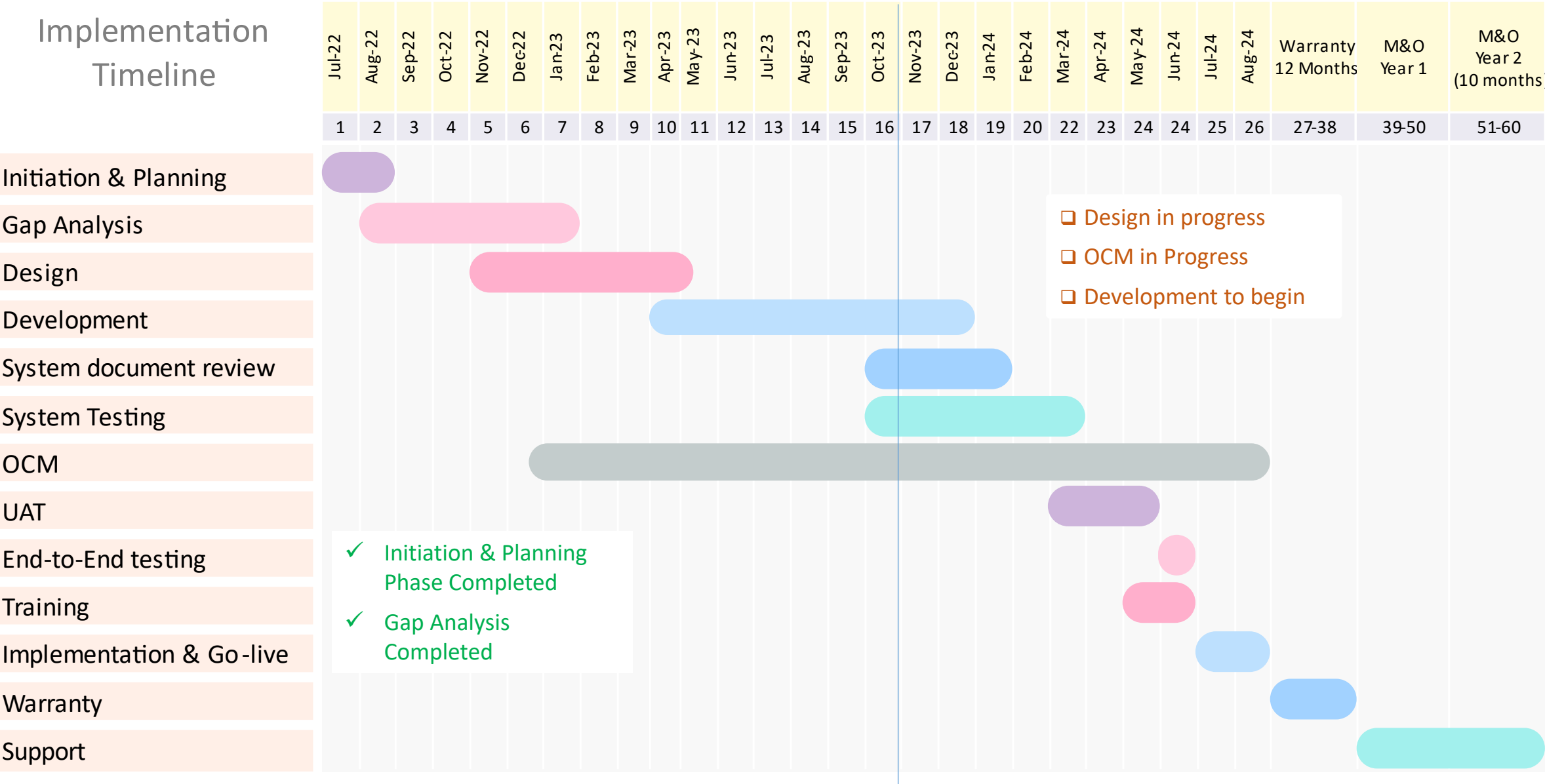
# The following disruptions were reported:

- No disruptions to report.

# Status of Modernization

- As of October 20th, 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