



# UCMIC Report

November 15, 2023

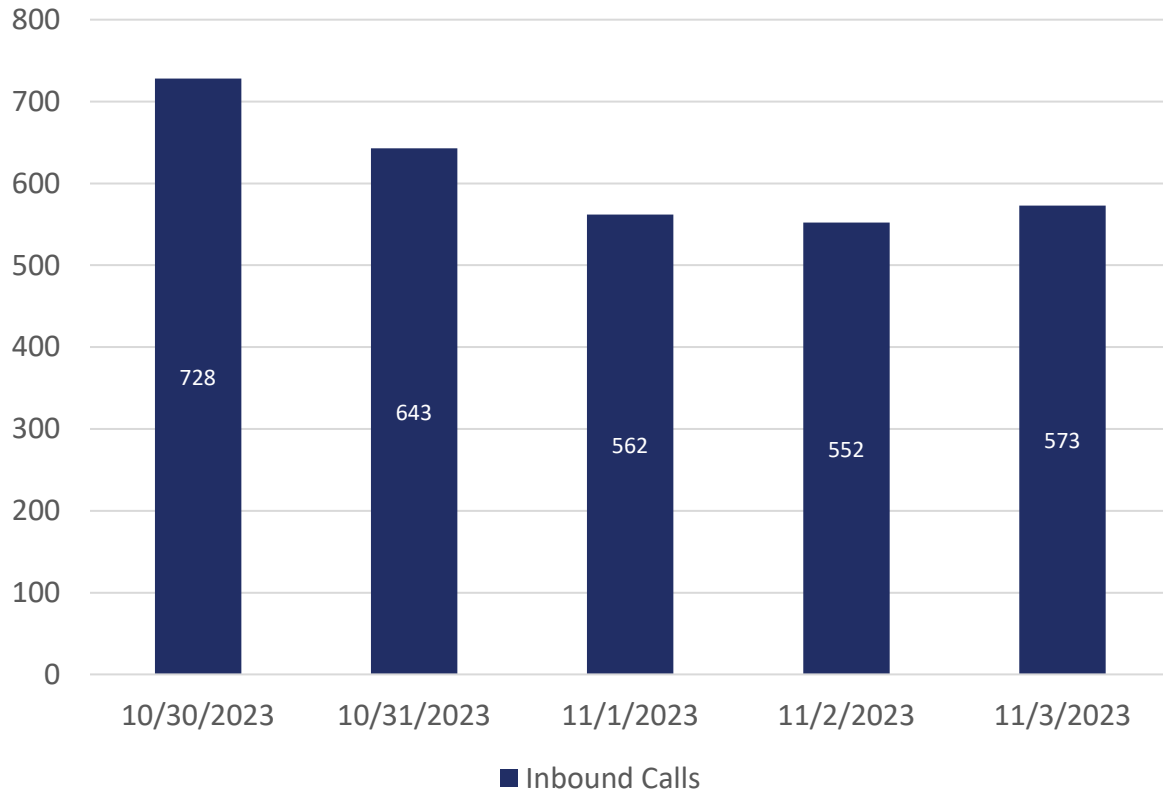
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Amber Shultz, Secretary  
Laura Kelly, Governor

# Call Center Performance Metrics

## Call Volume

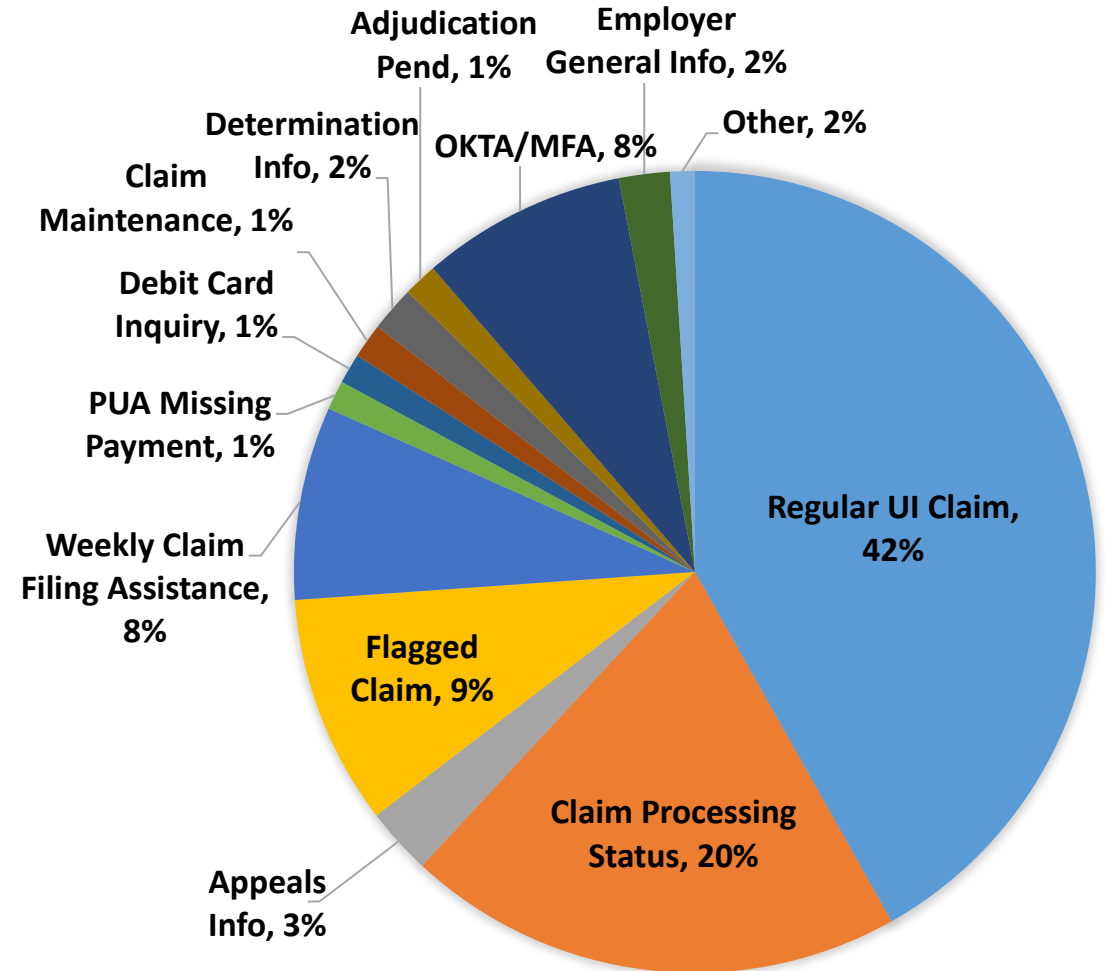
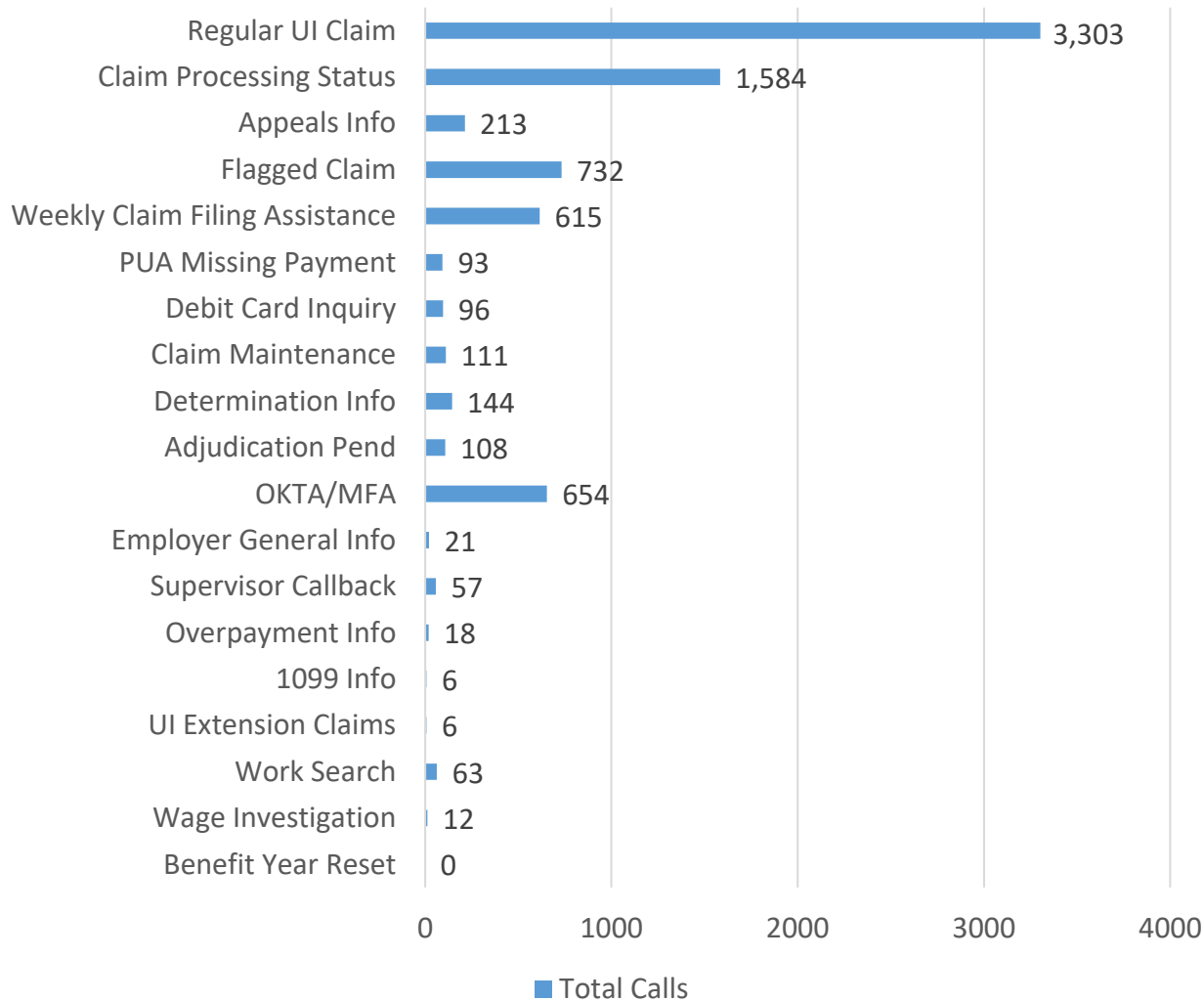


## Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>10/30/2023</b>	17:14	40%	13%
<b>10/31/2023</b>	8:38	54%	9%
<b>11/1/2023</b>	9:33	52%	10%
<b>11/2/2023</b>	13:01	54%	9%
<b>11/3/2023</b>	10:37	53%	10%

# Call Drivers

October 30, 2023 – November 3, 2023



# Surge Capacity

## KDOL



*As of November 15, 2023*

# Shared Work

Total Plans in Effect

**90**

Total Employers Enrolled\*

**64**

Total Employees\*\*

**4,148**

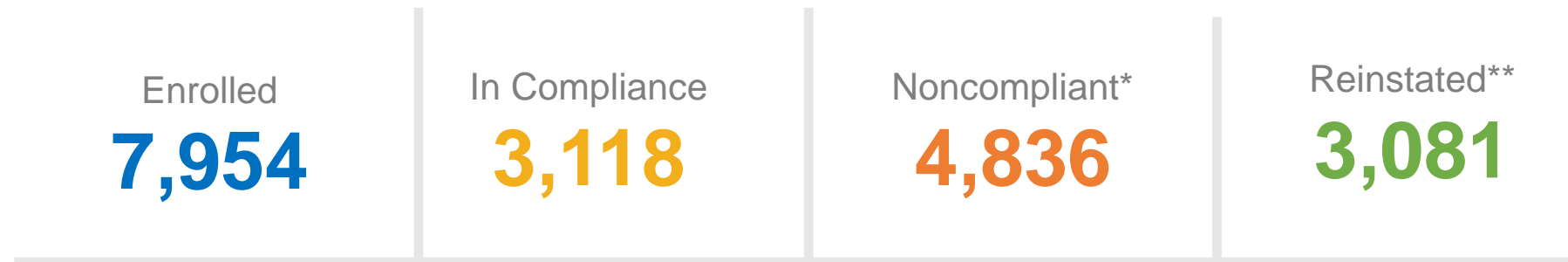
*As of November 15, 2023.*

*\*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 November 15, 2023.

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

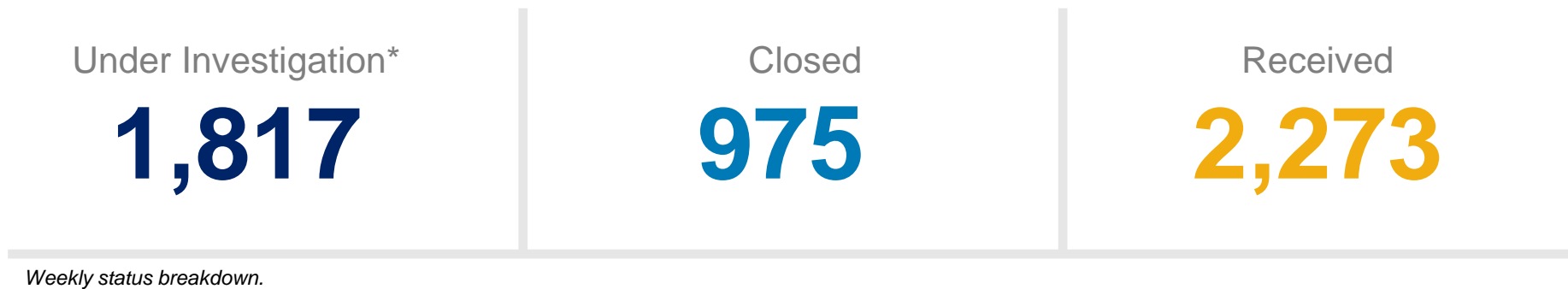
\*\* These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.

# Job Refusal Determinations



As of November 15, 2023

# Fraud Case Status



*\*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:

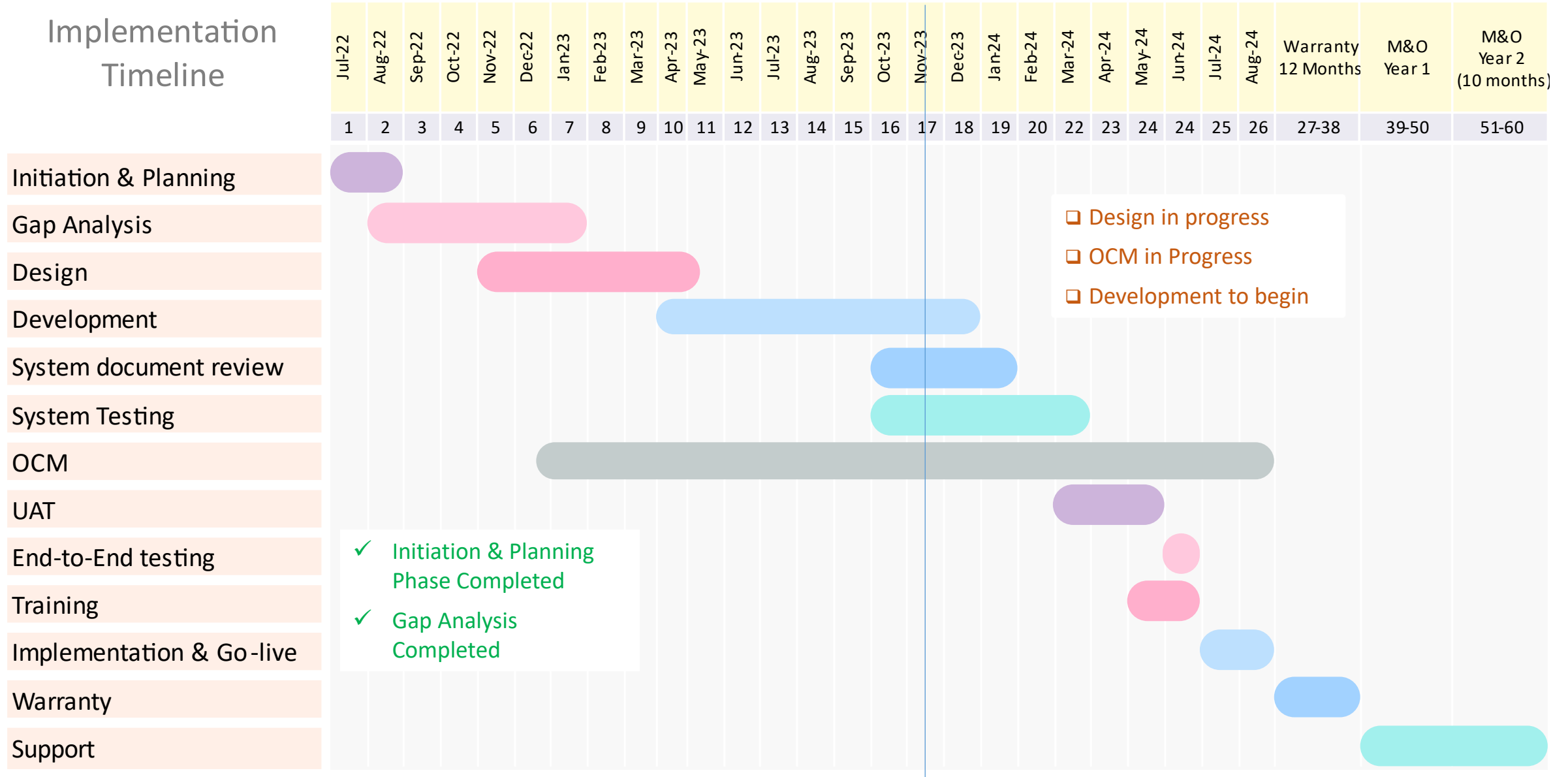
- No disruptions to report.

# Status of Modernization

- As of November 15th, 2023, the agency has spent: \$12,282,227.42
- 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



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

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

# Current & Upcoming Activities

- Applications Development Benefits Iteration 1
- Acquiring software for AWS environments
- System Integration Testing for Tax Iteration 1
- Benefits + Tax Iteration 2 CR test cases being reviewed by KDOL