



# UCMIC Report

February 29, 2024

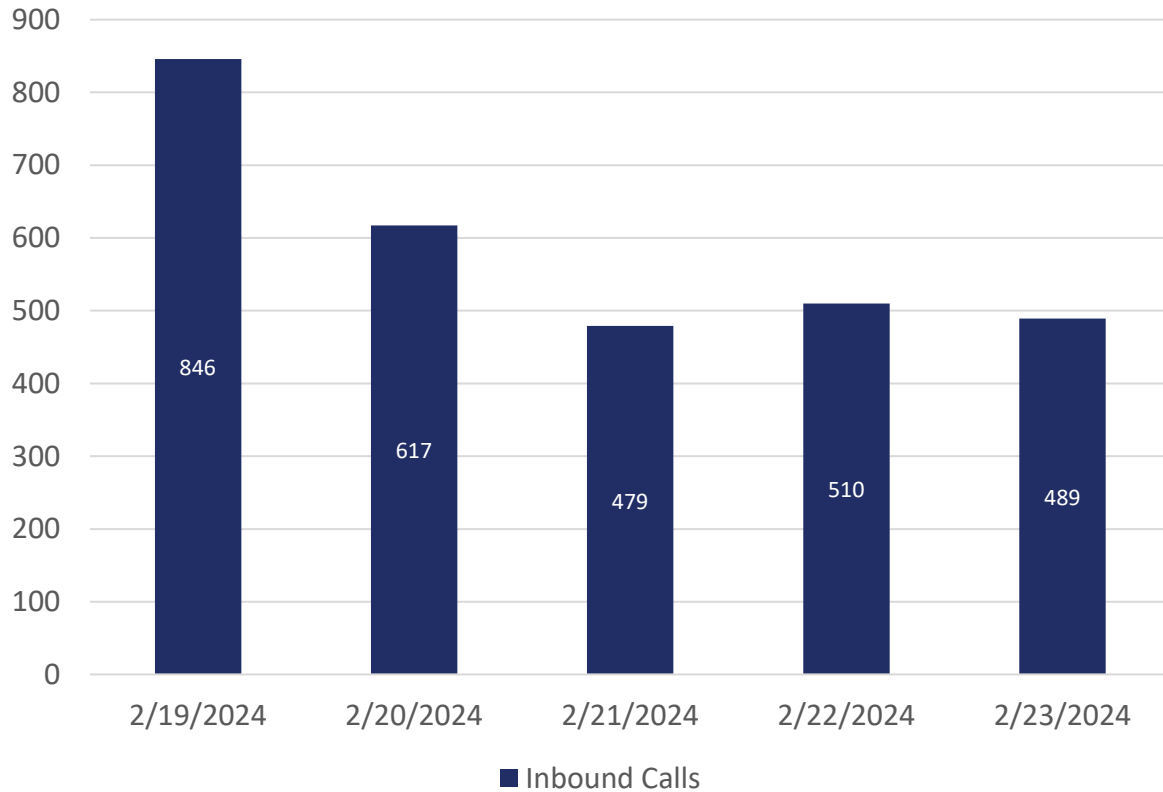
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401 SW Topeka Blvd.  
Topeka, KS 66603  
Phone: (785) 296-0901  
Fax: (785) 296-0753  
[KDOL.Communications@ks.gov](mailto:KDOL.Communications@ks.gov)  
[dol.ks.gov](http://dol.ks.gov)

Amber Shultz, Secretary  
Laura Kelly, Governor

# Call Center Performance Metrics

## Call Volume

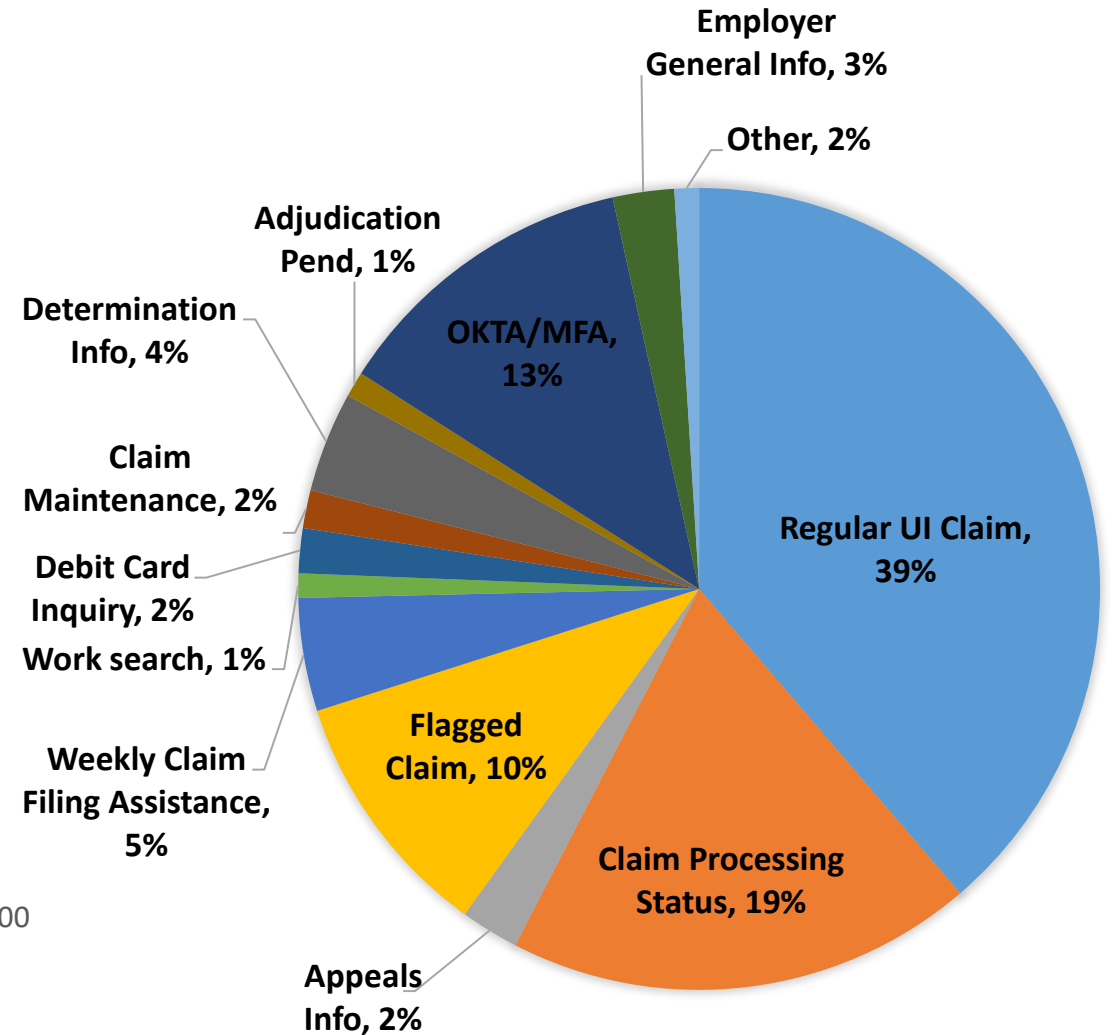
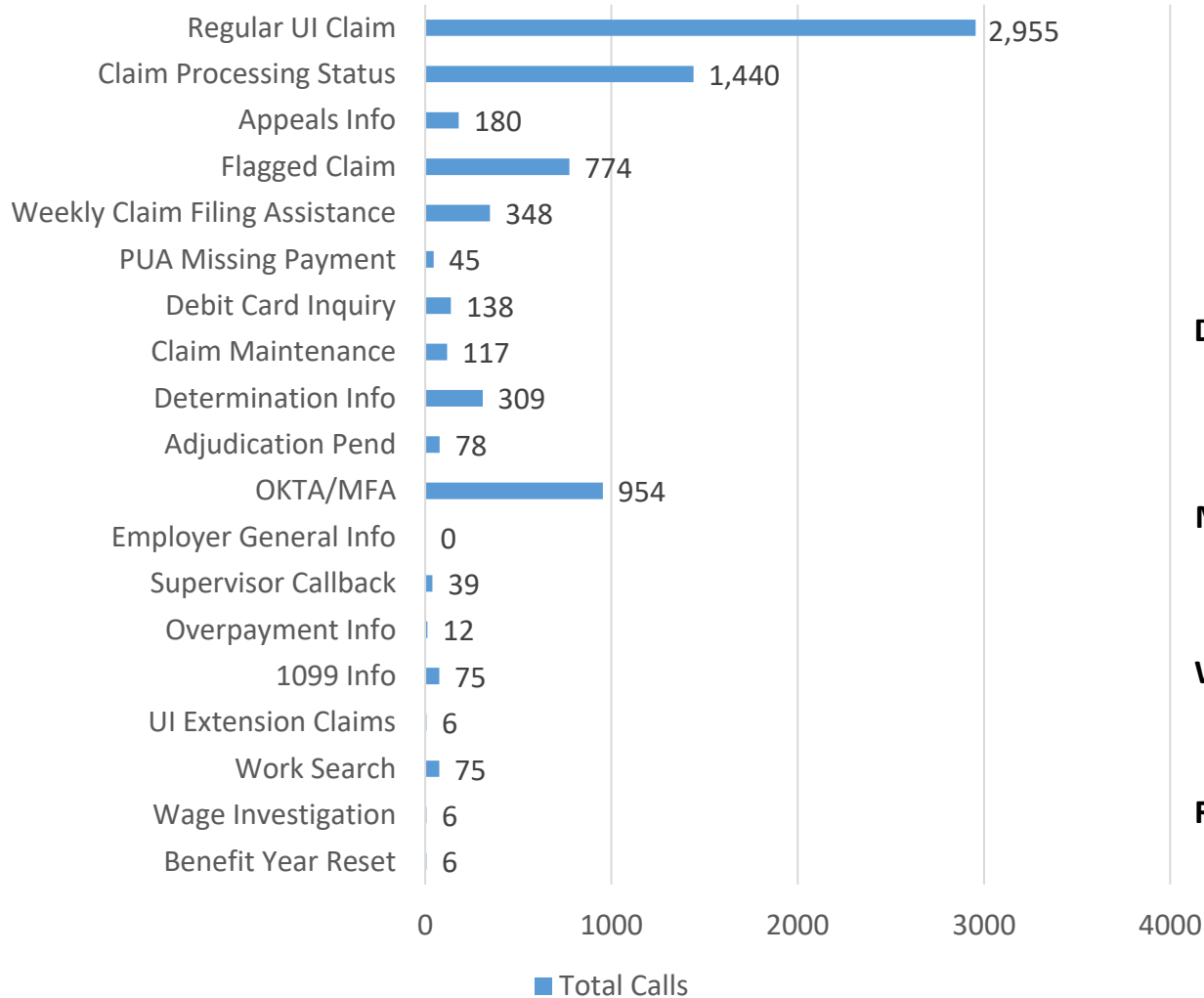


## Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>2/19/2024</b>	2:27	65%	3%
<b>2/20/2024</b>	10:43	45%	14%
<b>2/21/2024</b>	11:27	39%	12%
<b>2/22/2024</b>	10:15	47%	13%
<b>2/23/2024</b>	9:22	45%	10%

# Call Drivers

February 19, 2024 – February 23, 2024



# Surge Capacity

## KDOL



As of February 23, 2024

# Shared Work

Total Plans in Effect

**126**

Total Employers Enrolled\*

**90**

Total Employees\*\*

**5,741**

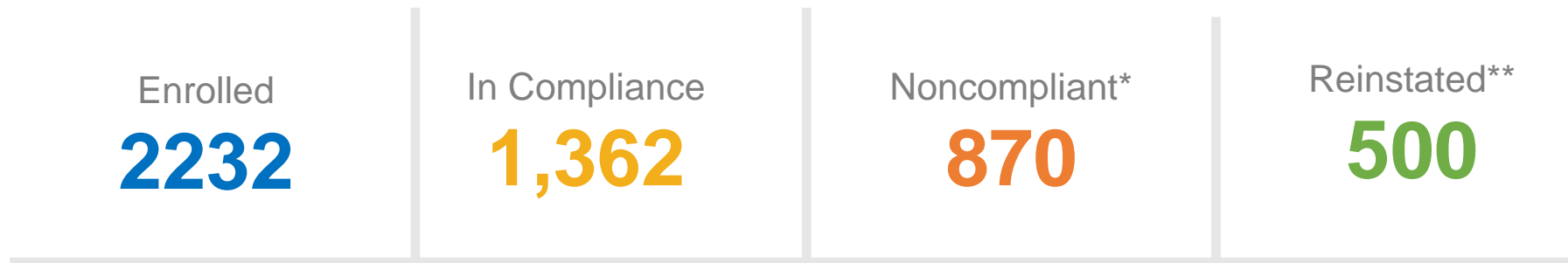
*As of February 23, 2024.*

*\*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 2024 Totals



As of February 23, 2024.

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

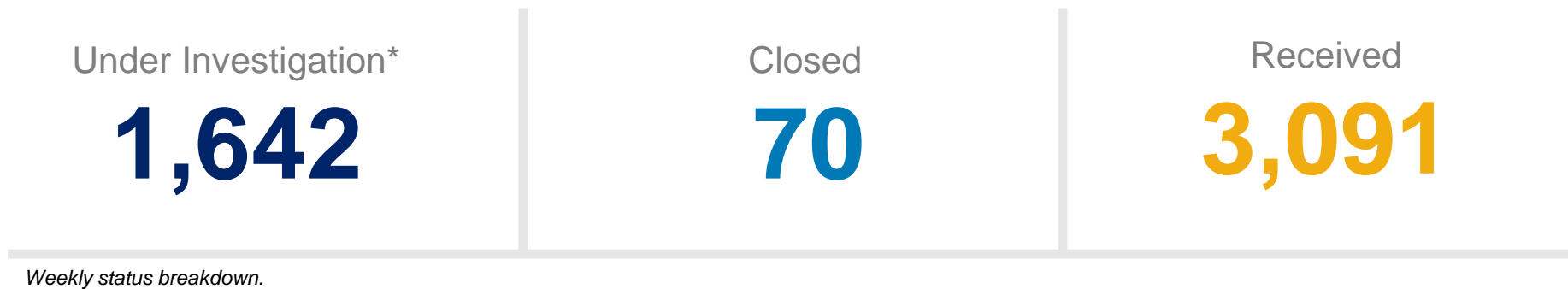
*\*\* These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.*

# Job Refusal Determinations



As of February 23, 2024

# 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:

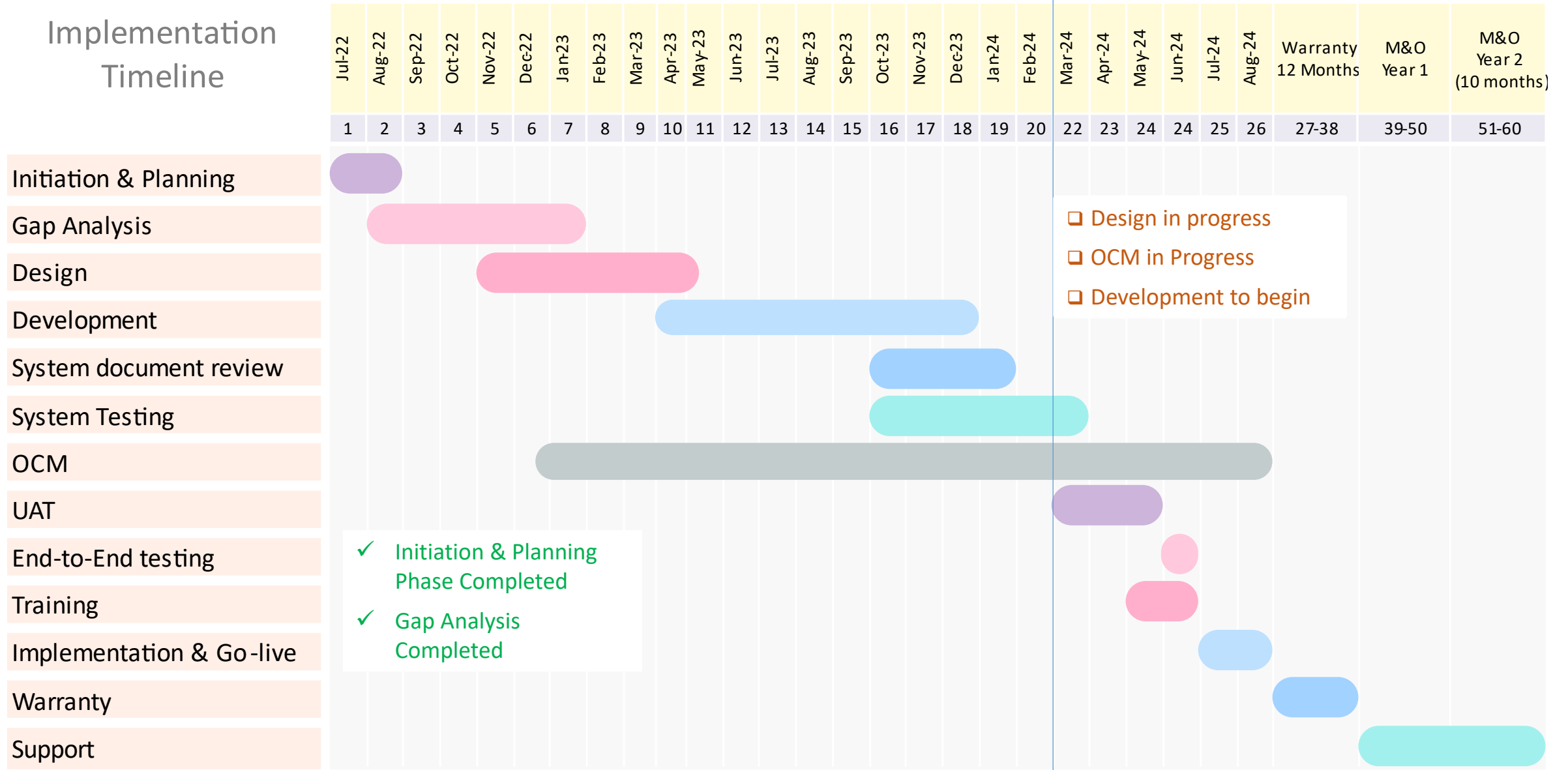
- No disruptions to report.

# Status of Modernization

- As of February 23, 2024, the agency has spent: \$16,546,047.20
- Application Design Tax and Benefits iterations 1-3 complete
- Data Migration iterations Tax 3 complete
- Application Development iteration for Tax 1 and 2 complete, 3 in development
- Application Development iteration for Benefits 1-2 complete 3 in development
- User testing for Tax iteration 1-2 complete 3 in progress

# Program Timeline

## Implementation Timeline



# Current & Upcoming Activities

- User Acceptance Testing for Tax Iterations 2
- Applications Development Benefits Iteration 3
- Data Migration Benefits iteration 2 System Integration Testing (SIT)
- SIT started for Benefits Iteration 1 plus 2