



# UCMIC Report

April 15, 2024

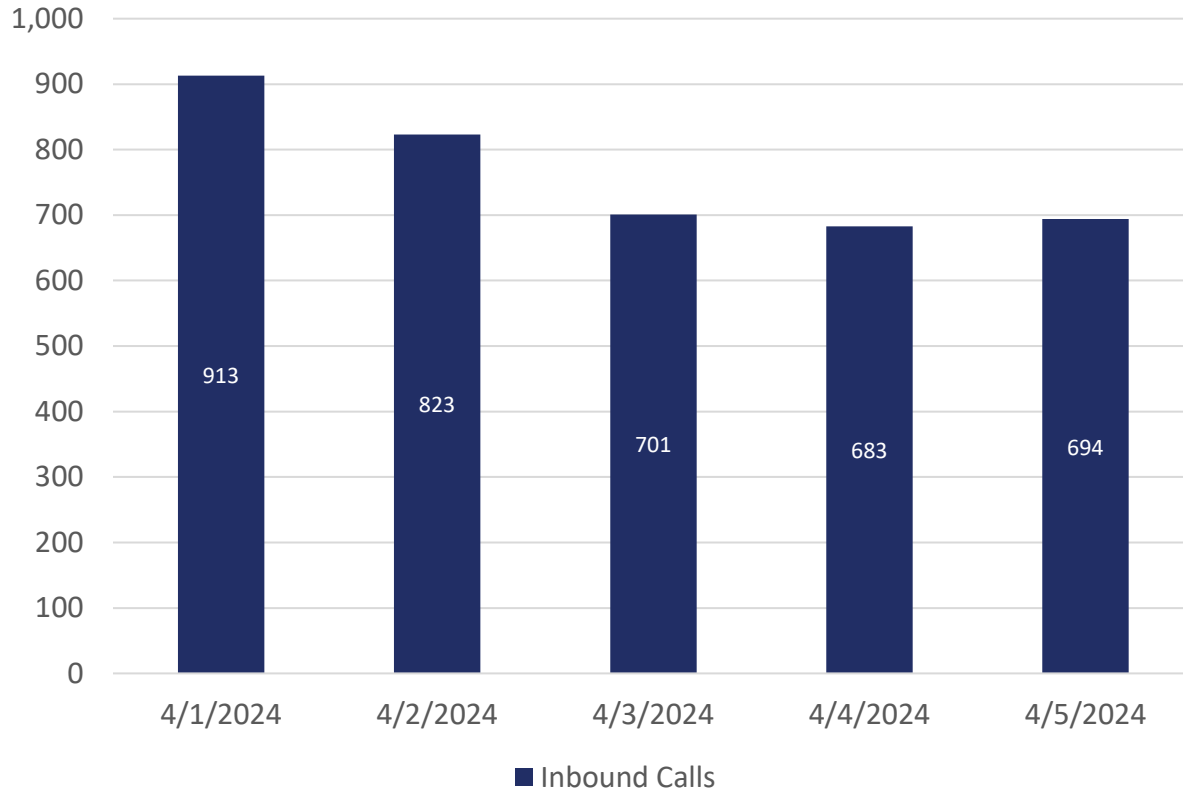
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401 SW Topeka Blvd.  
Topeka, KS 66603  
Phone: (785) 296-0901  
Fax: (785) 296-0753  
[KDOL.Communications@ks.gov](mailto:KDOL.Communications@ks.gov)  
[dol.ks.gov](http://dol.ks.gov)

Amber Shultz, Secretary  
Laura Kelly, Governor

# Call Center Performance Metrics

## Call Volume

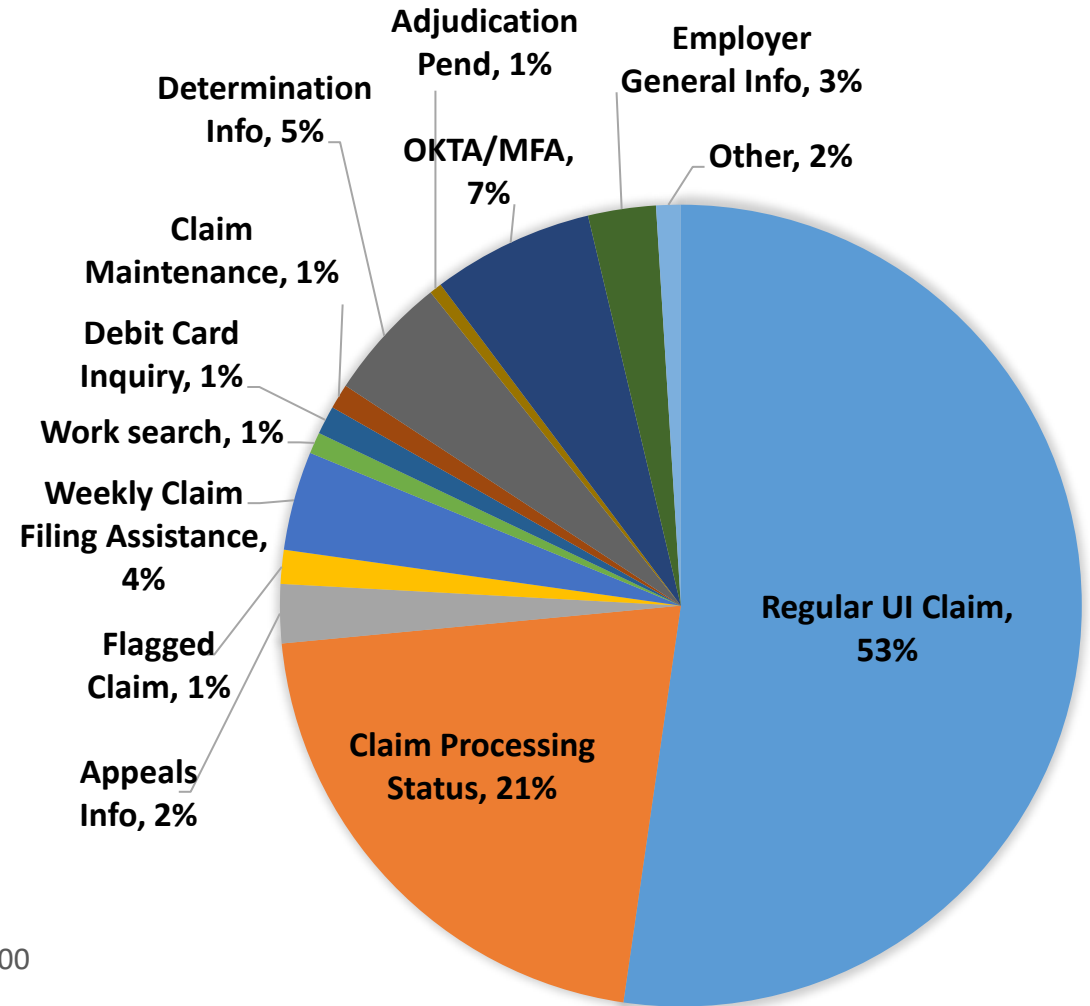
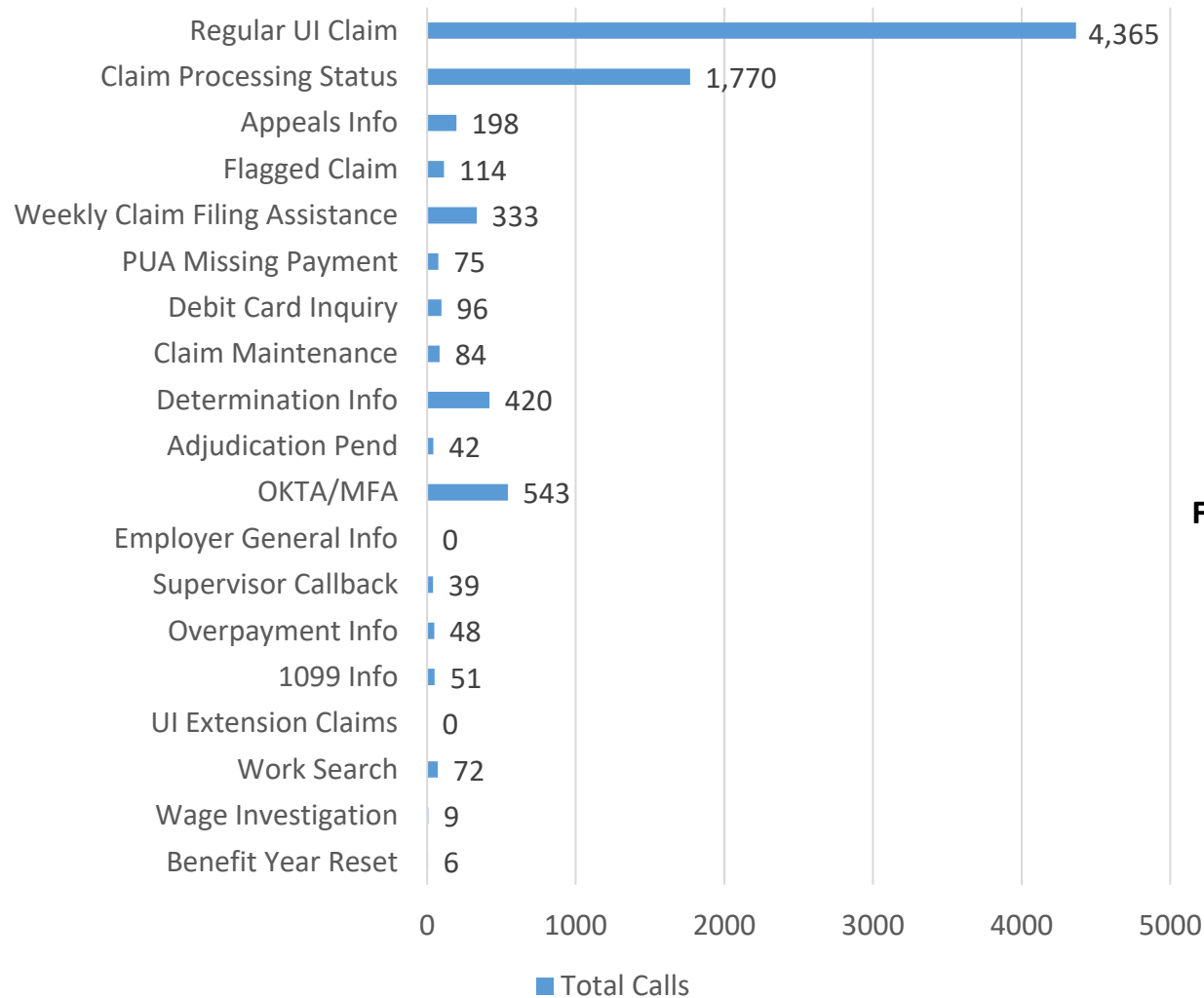


## Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>4/1/2024</b>	6:18	63%	12%
<b>4/2/2024</b>	6:20	76%	9%
<b>4/3/2024</b>	3:53	80%	5%
<b>4/4/2024</b>	2:36	89%	8%
<b>4/5/2024</b>	4:56	84%	12%

# Call Drivers

April 1, 2024 – April 5, 2024



# Surge Capacity

**KDOL**



*As of April 5, 2024*

# Shared Work

Total Plans in Effect

**119**

Total Employers Enrolled\*

**85**

Total Employees\*\*

**5,812**

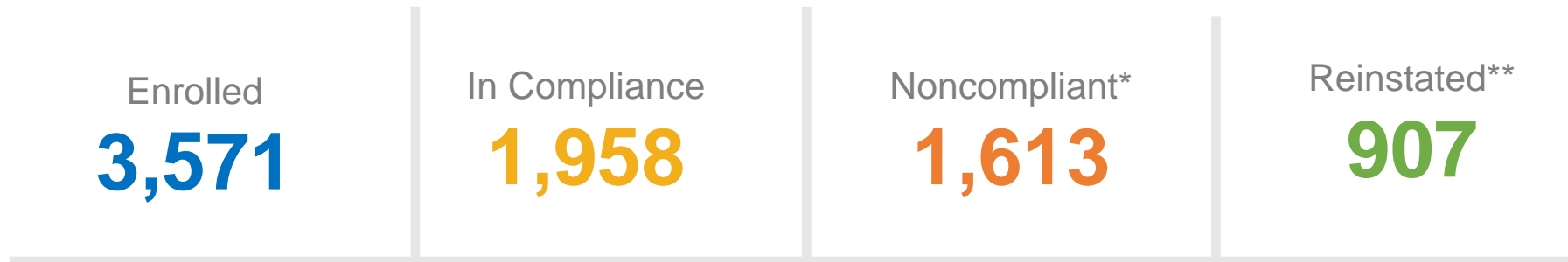
*As of April 5, 2024.*

*\*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 April 5, 2024.

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

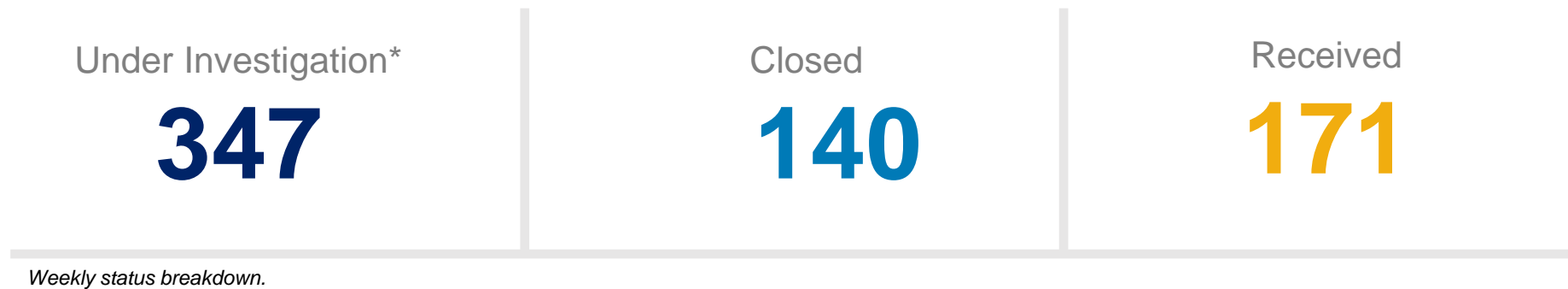
*\*\* These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.*

# Job Refusal Determinations



As of April 5, 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:

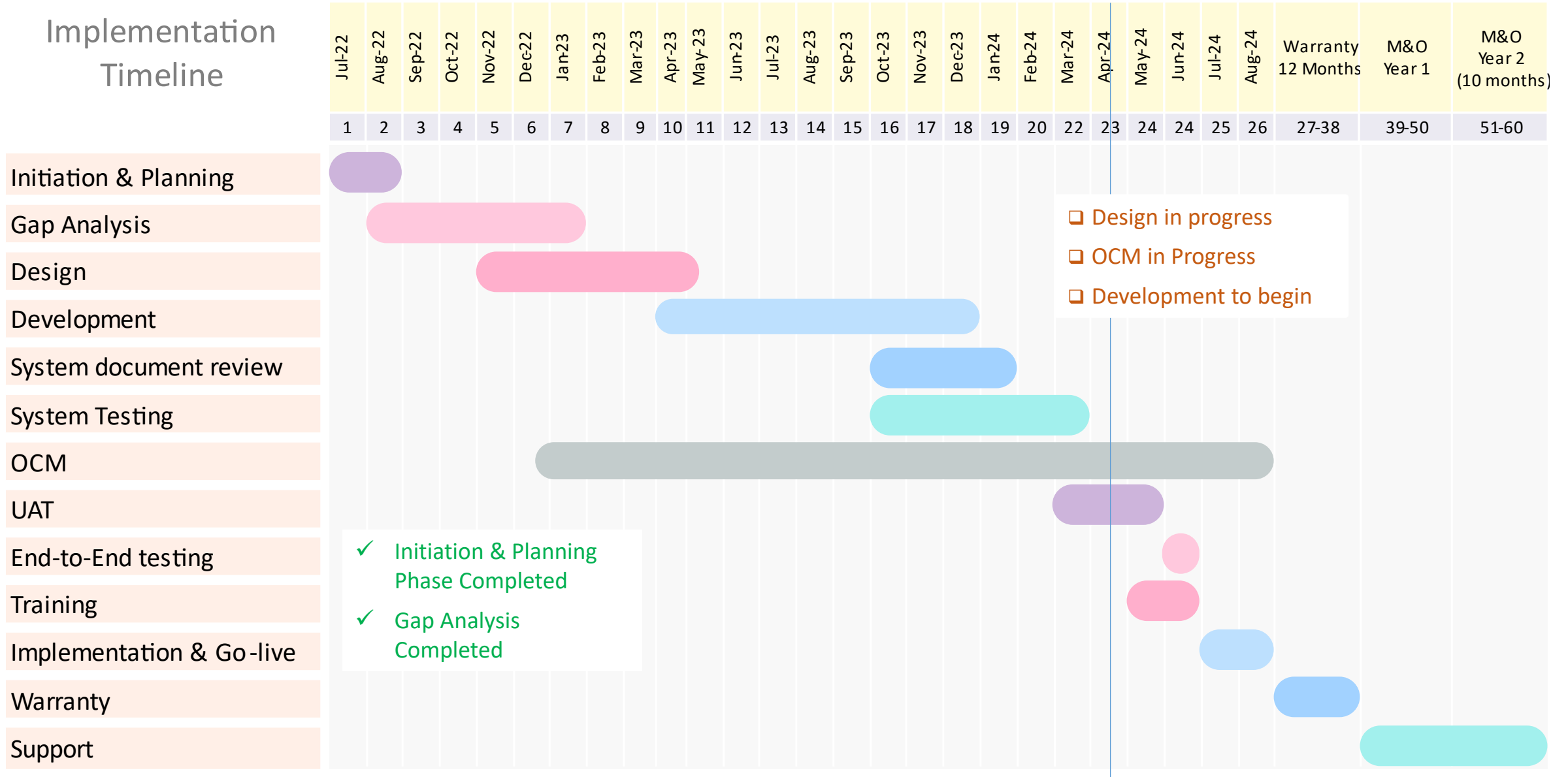
- On April 1<sup>st</sup> issues with Cox Communications impacted our call center as UICC lost their VPN connection and calls were dropped on and off throughout the day.

# Status of Modernization

- As of April 5, 2024, the agency has spent: \$21,474,573.78
- Application Design Tax and Benefits 1-3 complete
- Application Development for Benefits 1-2 complete
- Application Development for Tax Iterations 1-3 complete
- System Integration Testing for Benefits 1-2 complete
- System Integration for Tax 1-2 complete
- User Acceptance Testing for Tax (UAT) for Tax Iterations 1-2 complete, 3 is in progress

# Program Timeline

## Implementation Timeline



# Current & Upcoming Activities

- User Acceptance Testing for Tax Iteration 3 is in progress
- User Acceptance Testing for Benefits 1 and 2 is in progress
- Applications Development Benefits Iteration 3 is in progress
- Data Migration Benefits Iteration 3 System Integration Testing (SIT)
- Interface Development with Commerce, DOA and KDOR