



UCMIC Report

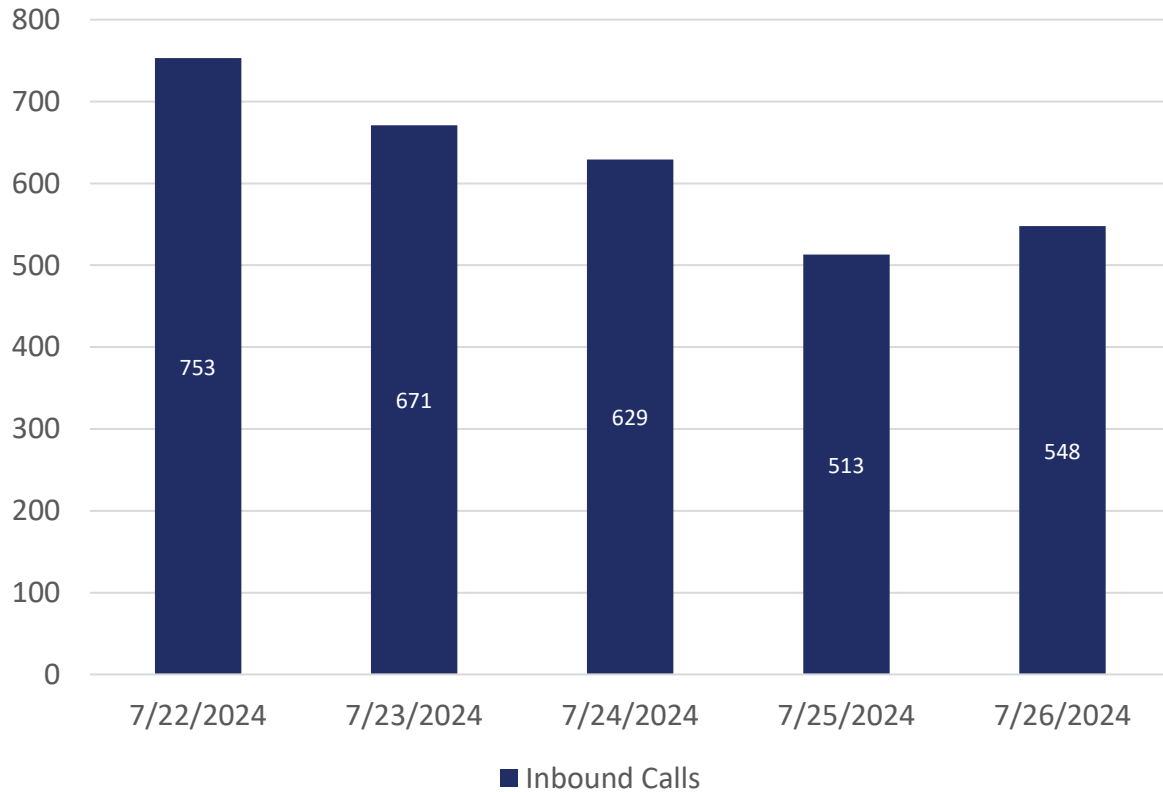
July 31, 2024

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Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume

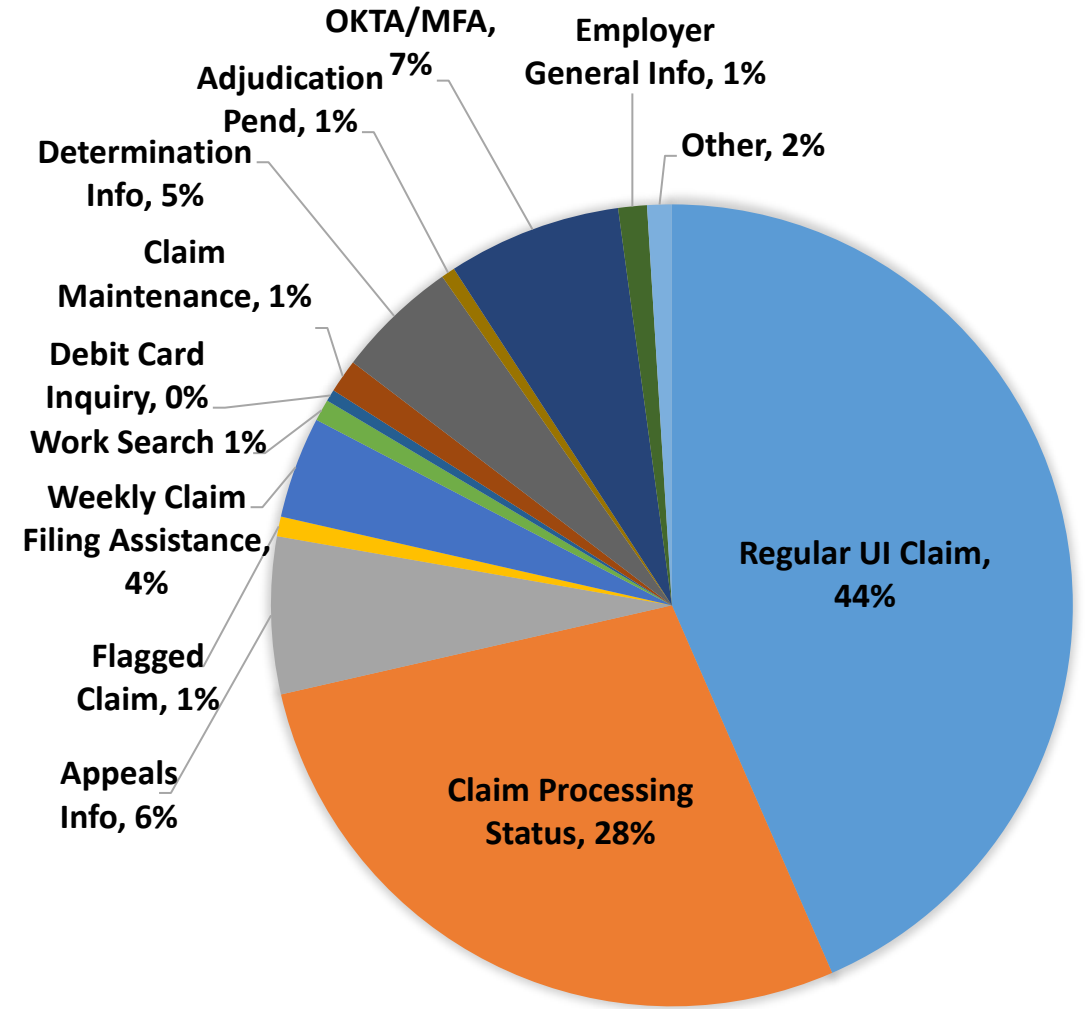
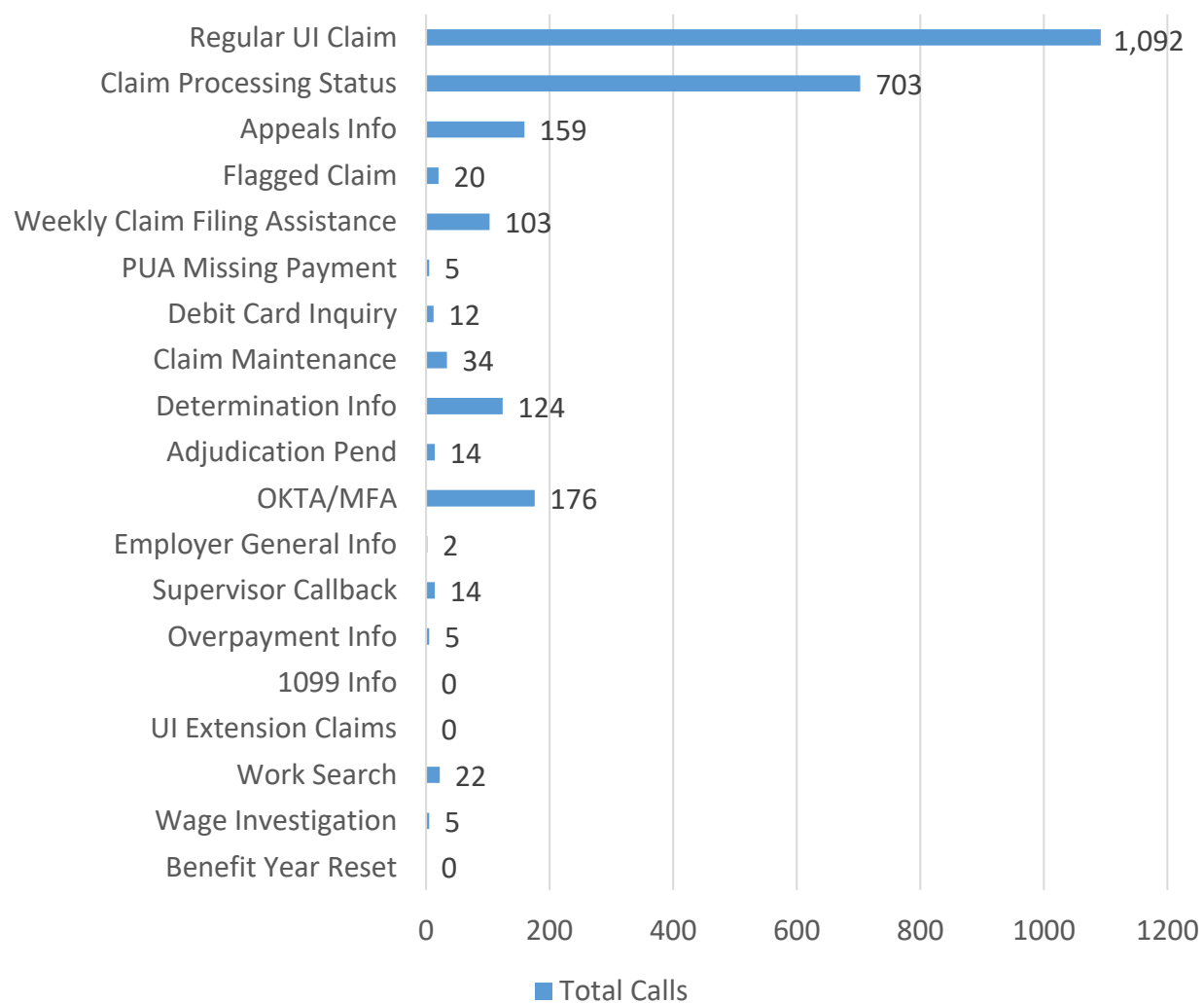


Call Metrics

| | Average Speed to Answer | Unique Callers Helped | Calls Abandoned |
|------------------|-------------------------|-----------------------|-----------------|
| 7/22/2024 | 15:01 | 56% | 15% |
| 7/23/2024 | 11:26 | 44% | 8% |
| 7/24/2024 | 11:10 | 49% | 12% |
| 7/25/2024 | 9:30 | 50% | 8% |
| 7/26/2024 | 13:28 | 49% | 15% |

Call Drivers

July 22, 2024 – July 26, 2024



Surge Capacity

KDOL



As of July 26, 2024

Shared Work

Total Plans in Effect

168

Total Employers Enrolled*

82

Total Employees**

4,721

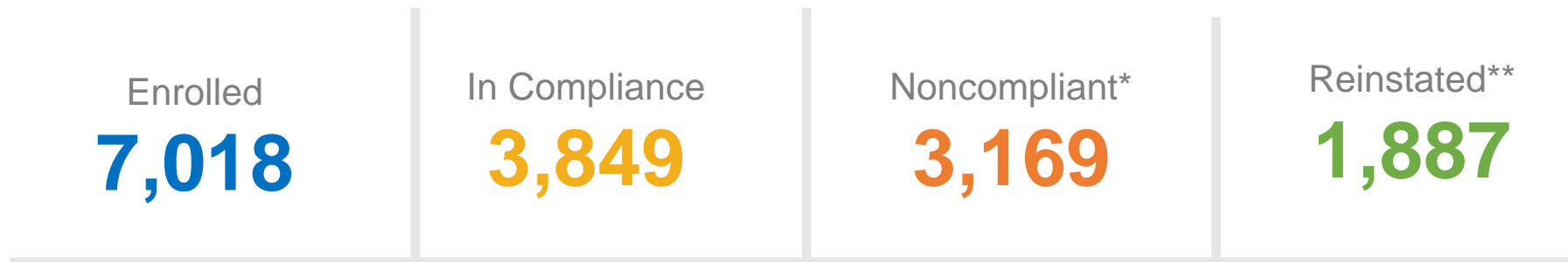
As of July 26, 2024.

**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 July 26, 2024.

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

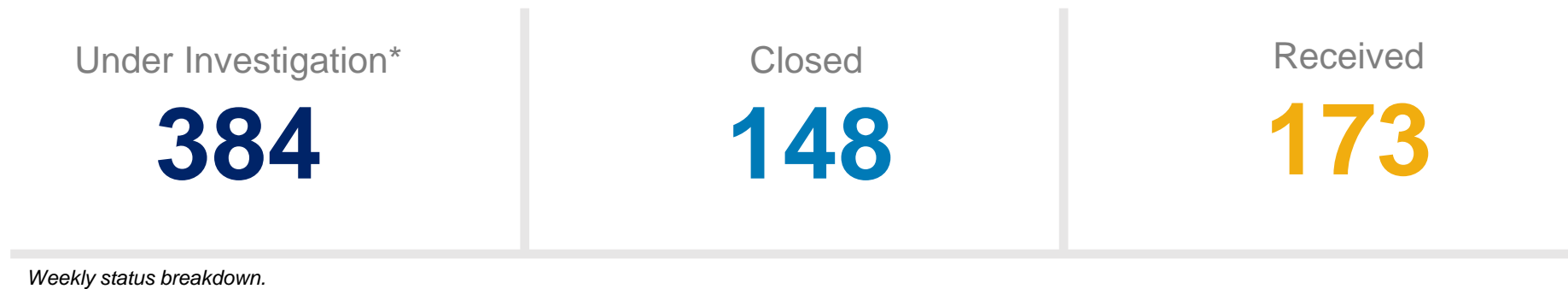
*** These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.*

Job Refusal Determinations



As of July 26, 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.*

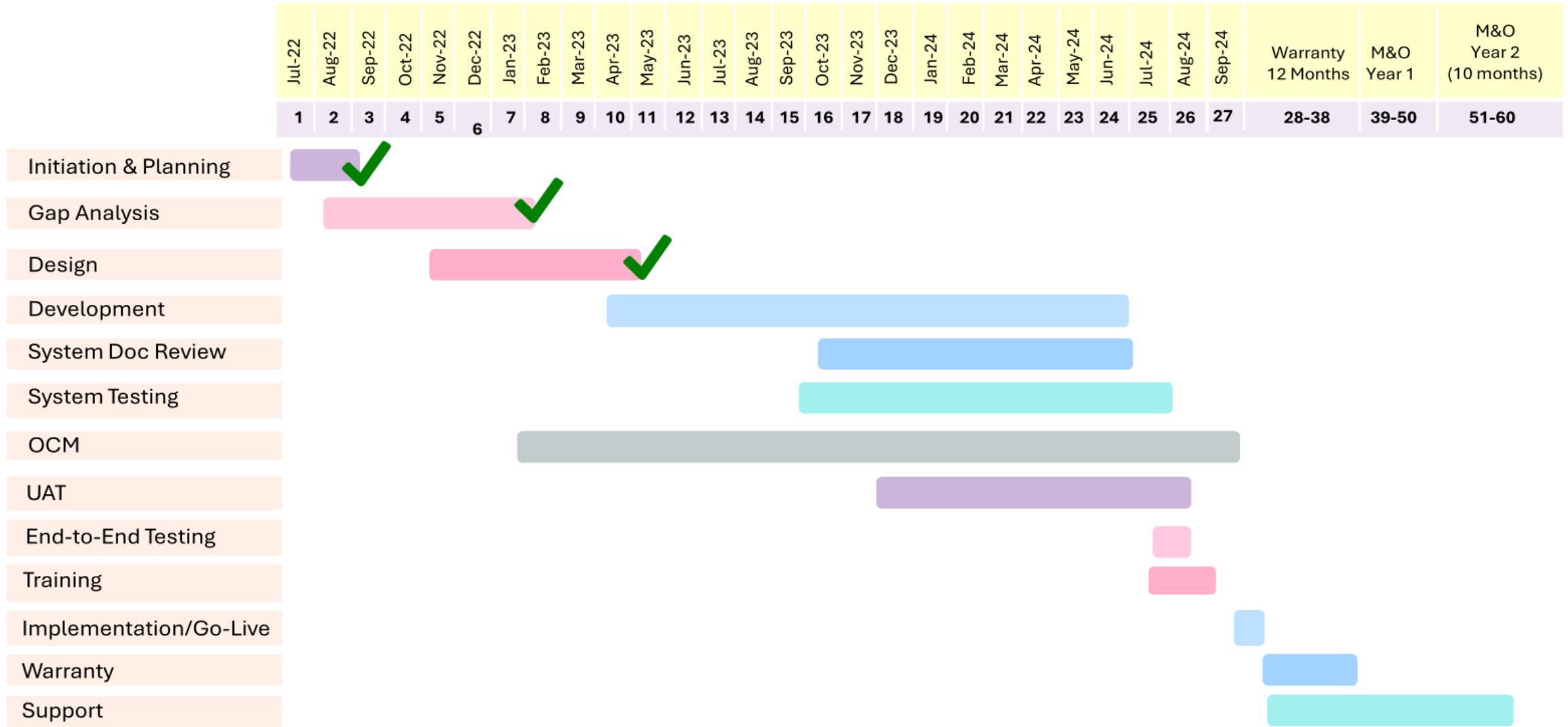
The following disruptions were reported:

- On Friday, July 19, CrowdStrike significantly disrupted global operations by causing widespread system outages through a software update error. KDOL, like thousands of worldwide organizations, was impacted as well. KDOL worked throughout the day and into the weekend to remedy the issues. We were open and operational Monday morning.

Status of Modernization



- As of July 26, 2024, the agency has spent: \$24,594,234.72
- UAT for Benefits Iteration #3 is 99% complete and Tax Iteration #3 is 98% complete.
- UAT for Benefits Iteration 1 and 2 is 99% complete.
- UAT for Benefits Iteration #4 is 44% complete and Tax Iteration #3 is 17% complete.
- OCM/Training – Train the trainer sessions completed Thursday 7/25.

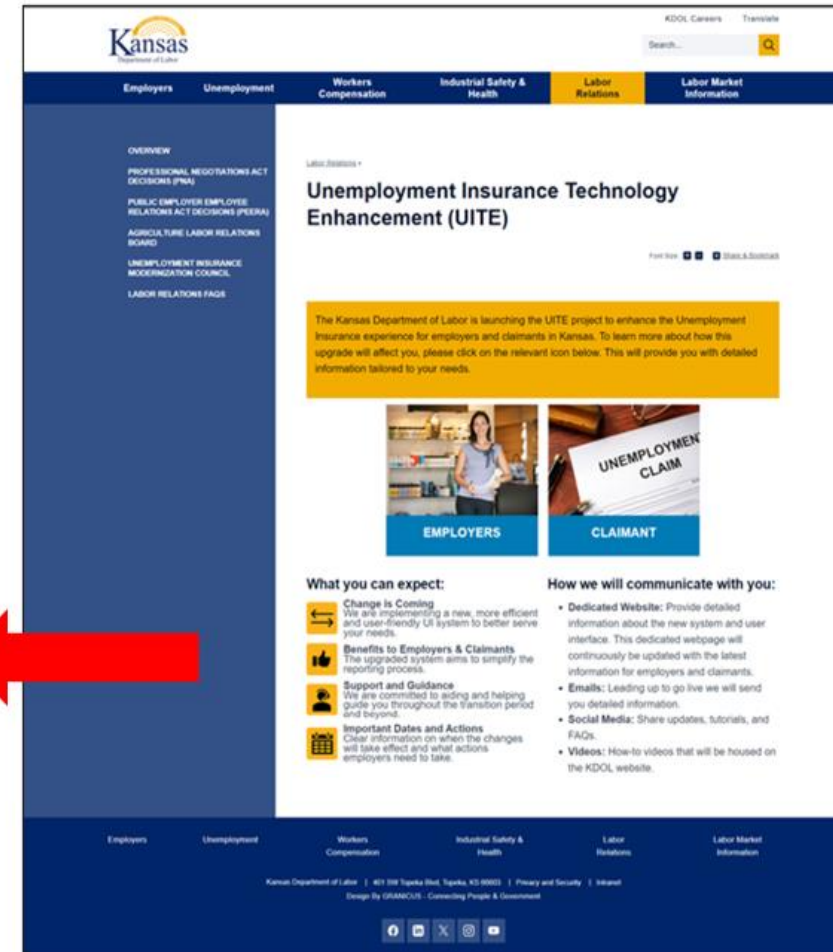
Implementation Timeline



MAIN LANDING PAGE

- The landing page will be available on Aug. 5 and starting Aug. 12 it will be pushed out to the public through social media.
- This will be the main resource page for employers and claimants to review the latest information pertaining to the unemployment insurance technology enhancement (UITE) project.

| What you can expect: | How we will communicate with you: |
|---|--|
|  Change is Coming We are implementing a new, more efficient and user-friendly UI system to better serve your needs. | <ul style="list-style-type: none">• Dedicated Website: Provide detailed information about the new system and user interface. This dedicated webpage will continuously be updated with the latest information for employers and claimants. |
|  Benefits to Employers & Claimants The upgraded system aims to simplify the reporting process. | <ul style="list-style-type: none">• Emails: Leading up to go live we will send you detailed information. |
|  Support and Guidance We are committed to aiding and helping guide you throughout the transition period and beyond. | <ul style="list-style-type: none">• Social Media: Share updates, tutorials, and FAQs. |
|  Important Dates and Actions Clear information on when the changes will take effect and what actions employers need to take. | <ul style="list-style-type: none">• Videos: How-to videos that will be housed on the KDOL website. |



Upcoming Activities

- Benefits Iteration 4 development almost complete.
- Claimant Portal development in progress.
- End-to-end testing and cutover planning in progress.
- Interface development with other state and federal partners continues including Commerce, KDOR, DOA and DCF, USDOL and SSA.