



# UCMIC Report

August 15, 2024

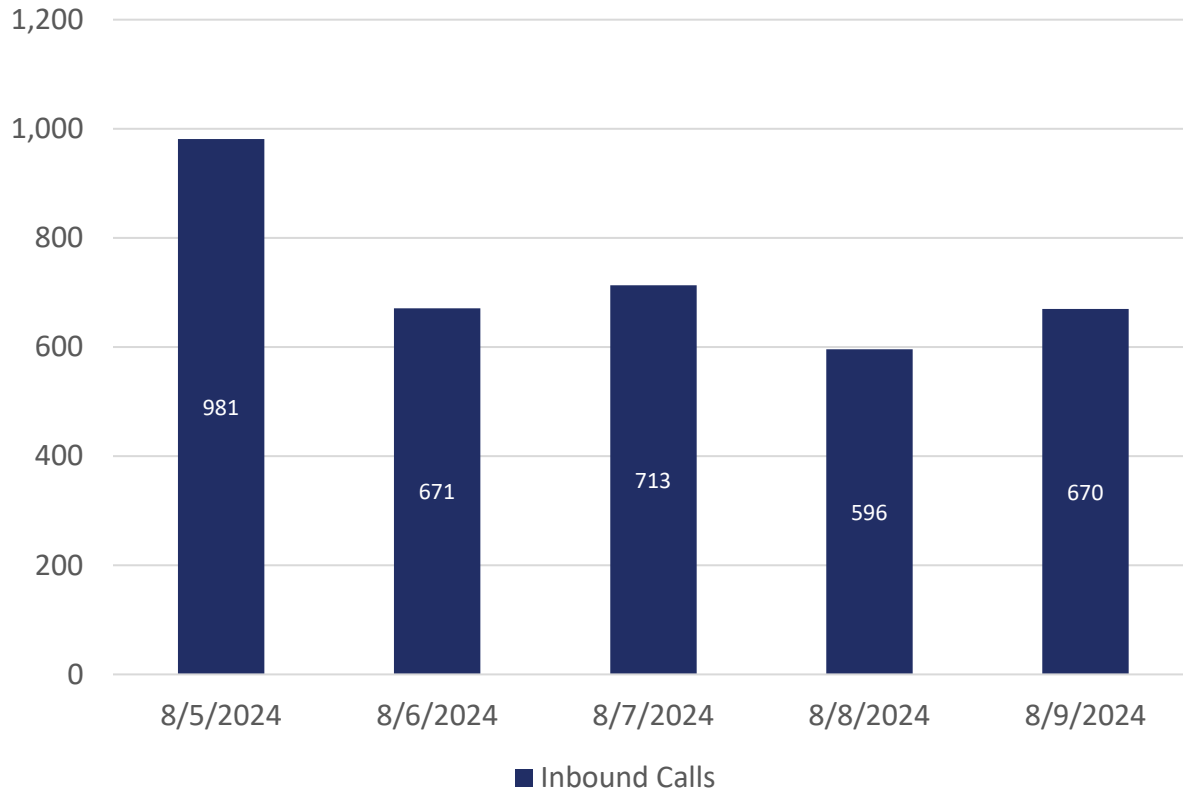
---

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

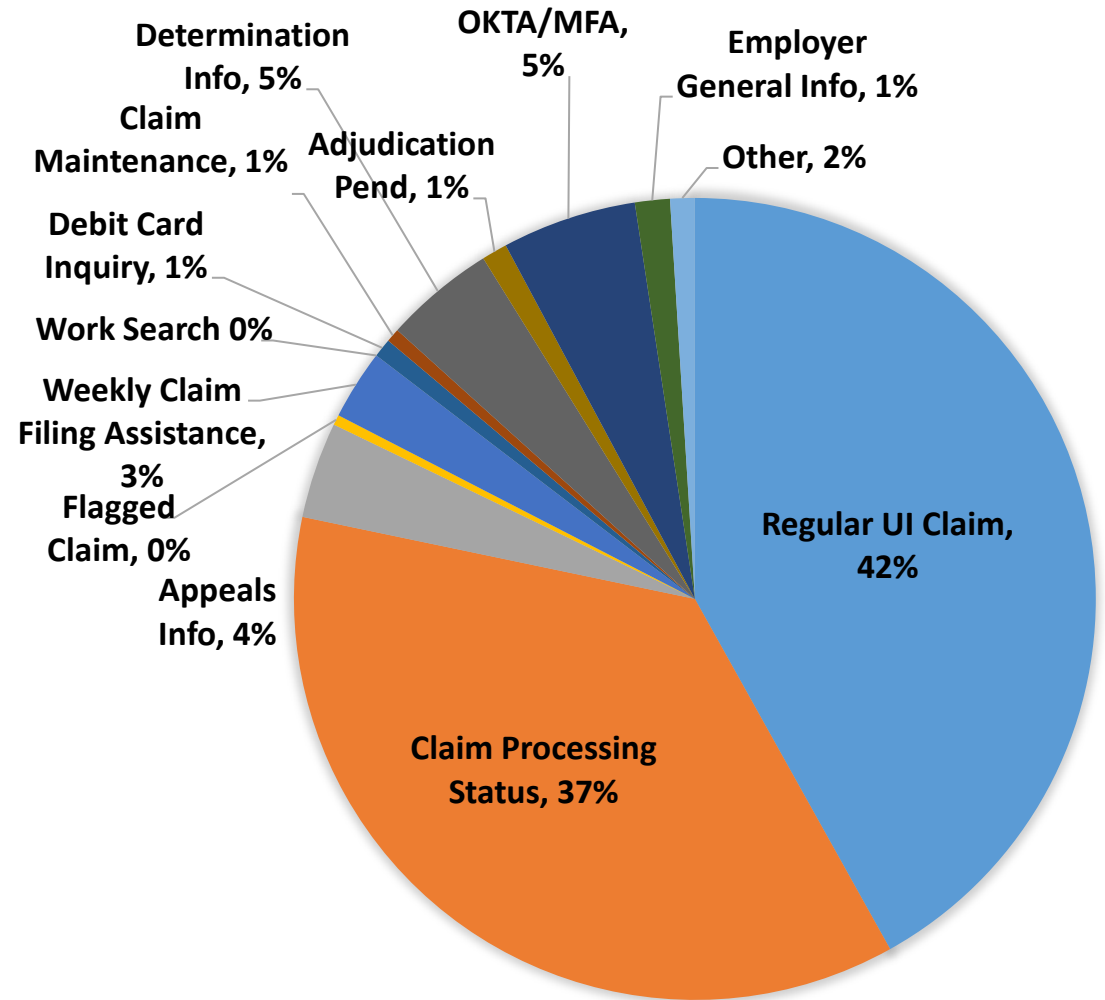
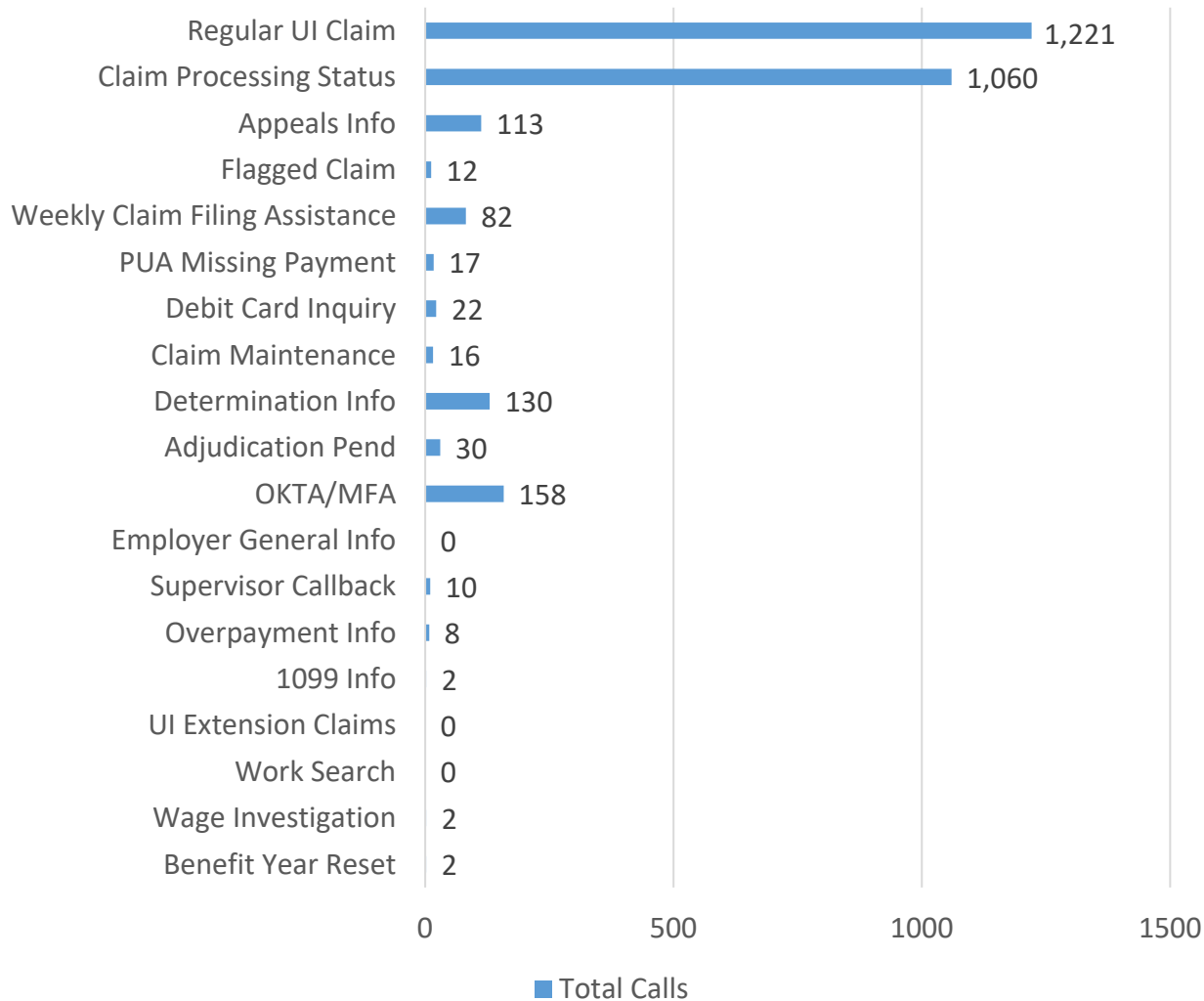


## Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>8/5/2024</b>	5:11	72%	7%
<b>8/6/2024</b>	6:15	67%	8%
<b>8/7/2024</b>	6:32	70%	8%
<b>8/8/2024</b>	6:14	77%	8%
<b>8/9/2024</b>	3:55	82%	6%

# Call Drivers

August 5, 2024 – August 9, 2024



# Surge Capacity

**KDOL**



*As of August 9, 2024*

# Shared Work

Total Plans in Effect

**125**

Total Employers Enrolled\*

**83**

Total Employees\*\*

**4,721**

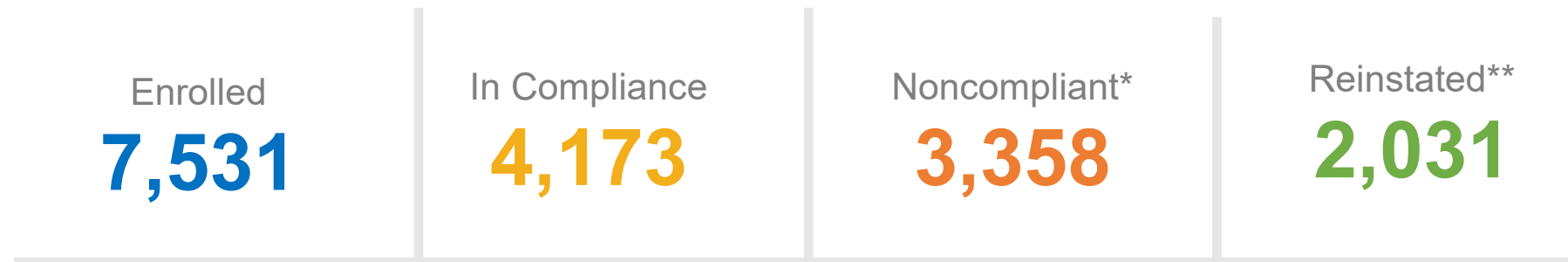
*As of August 9, 2024.*

*\*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 August 9, 2024.

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

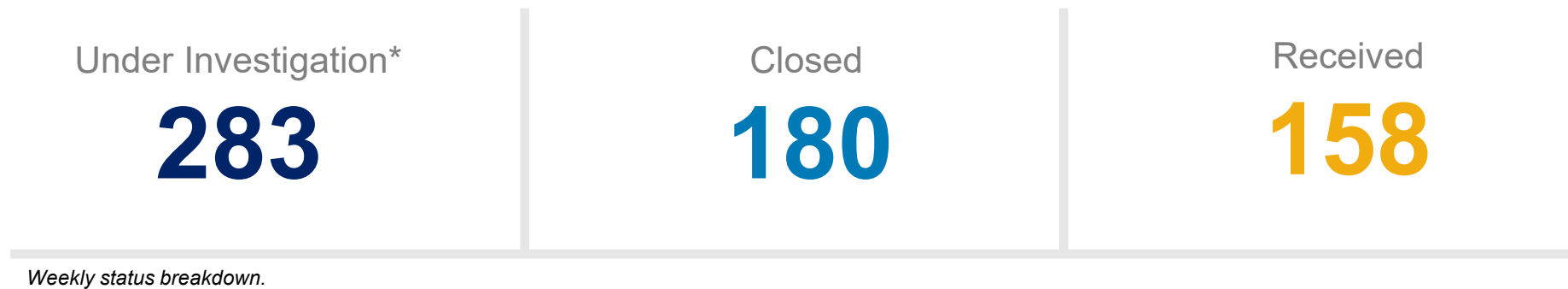
*\*\* These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.*

# Job Refusal Determinations



As of August 9, 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

## 1. UI/IT Modernization Project

### a. Current Priorities:

- a. Interface testing with external partners
- b. Data migration and validation
- c. Training material development
- d. Communication and outreach planning

### b. Transition planning – detailed plan describing all activities to occur from shutdown date through the Go-Live date.

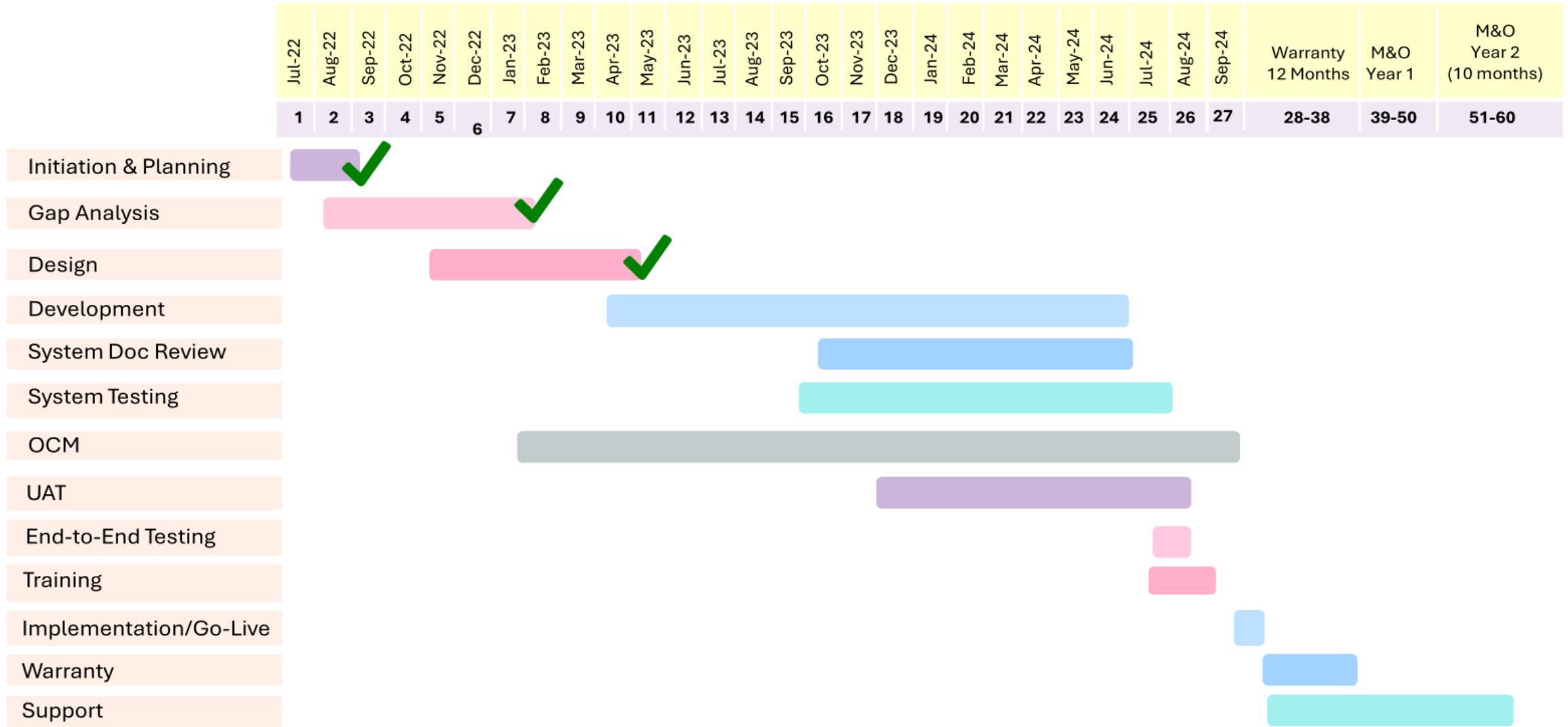
### c. Data Migration

- a. Iteration 3 system testing -- in progress
- b. Completed the first Dry Run. Reviewing findings.

### d. Additional updates:

- a. Account creation and Multifactor Authentication (MFA): In progress.

# Implementation Timeline



# MAIN RESOURCE PAGE

- The landing page will be available on Aug. 5. In September, additional information 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:



### Important Dates and Actions

Clear information on when the changes will take effect and what actions employers need to take will be posted here.



### Benefits to Employers & Claimants

The upgraded system aims to simplify the reporting process.



### Support and Guidance

We are committed to aiding and helping guide you throughout the transition period and beyond.



### Change is Coming

We are implementing a new, more efficient and user-friendly UI system to better serve your needs.

## How we will communicate with you:

### Dedicated Website:

This is a centralized location for detailed information about the new system and user interface. This dedicated webpage will be updated continuously with the latest information for employers and claimants.

- **Emails:** Leading up to the launch date on Sept. 23, we will send you detailed information.

- **Social Media:** Connect with us on social media for updates, tutorials, and FAQs.

- **Videos:** We will also house a series of how-to videos on the dedicated website.

The screenshot shows the Kansas Department of Labor website. The main content area is titled "Unemployment Insurance Technology Enhancement (UITE)". Below the title is a yellow callout box with text: "The Kansas Department of Labor is rolling out the UITE project to enhance the Unemployment Insurance experience for employers and claimants in Kansas. To learn more about how this upgrade will affect you, please click on the relevant icon below. This will provide you with detailed information tailored to your needs." Below this are two image-based buttons: "EMPLOYER" (with an image of a woman at a desk) and "CLAIMANT" (with an image of an unemployment claim form). A red arrow points from the text on the left towards the "EMPLOYER" button.

# Upcoming Activities

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