



UCMIC Report

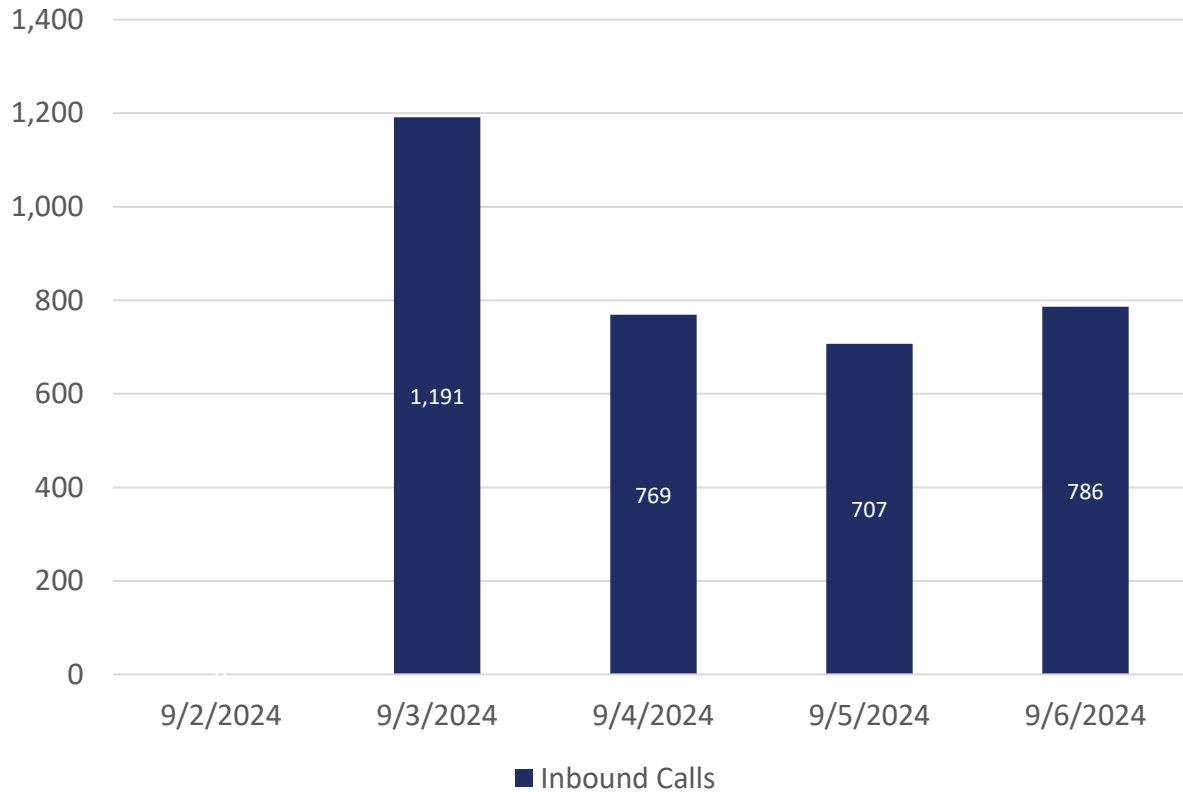
September 15, 2024

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

Amber Shultz, Secretary
Laura Kelly, Governor

Call Center Performance Metrics

Call Volume



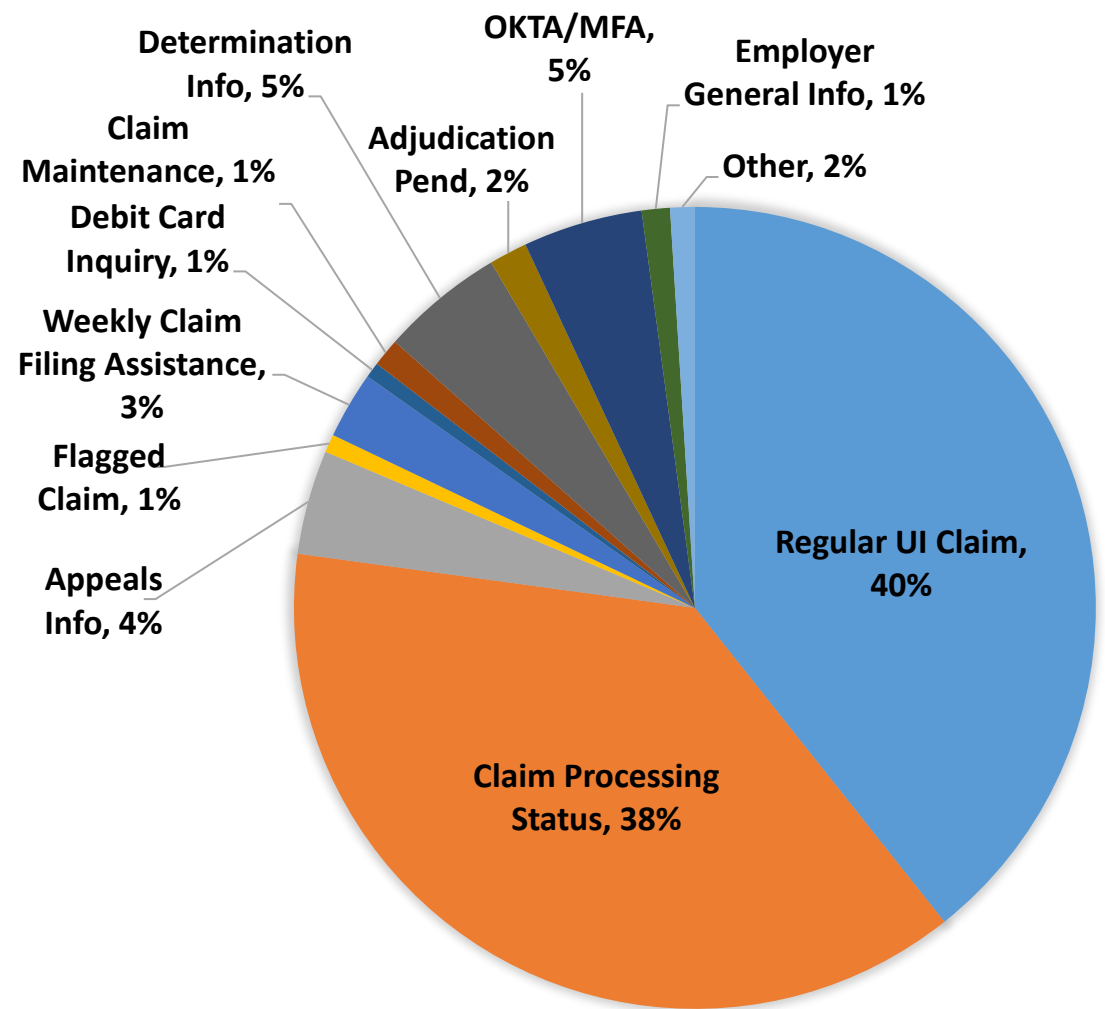
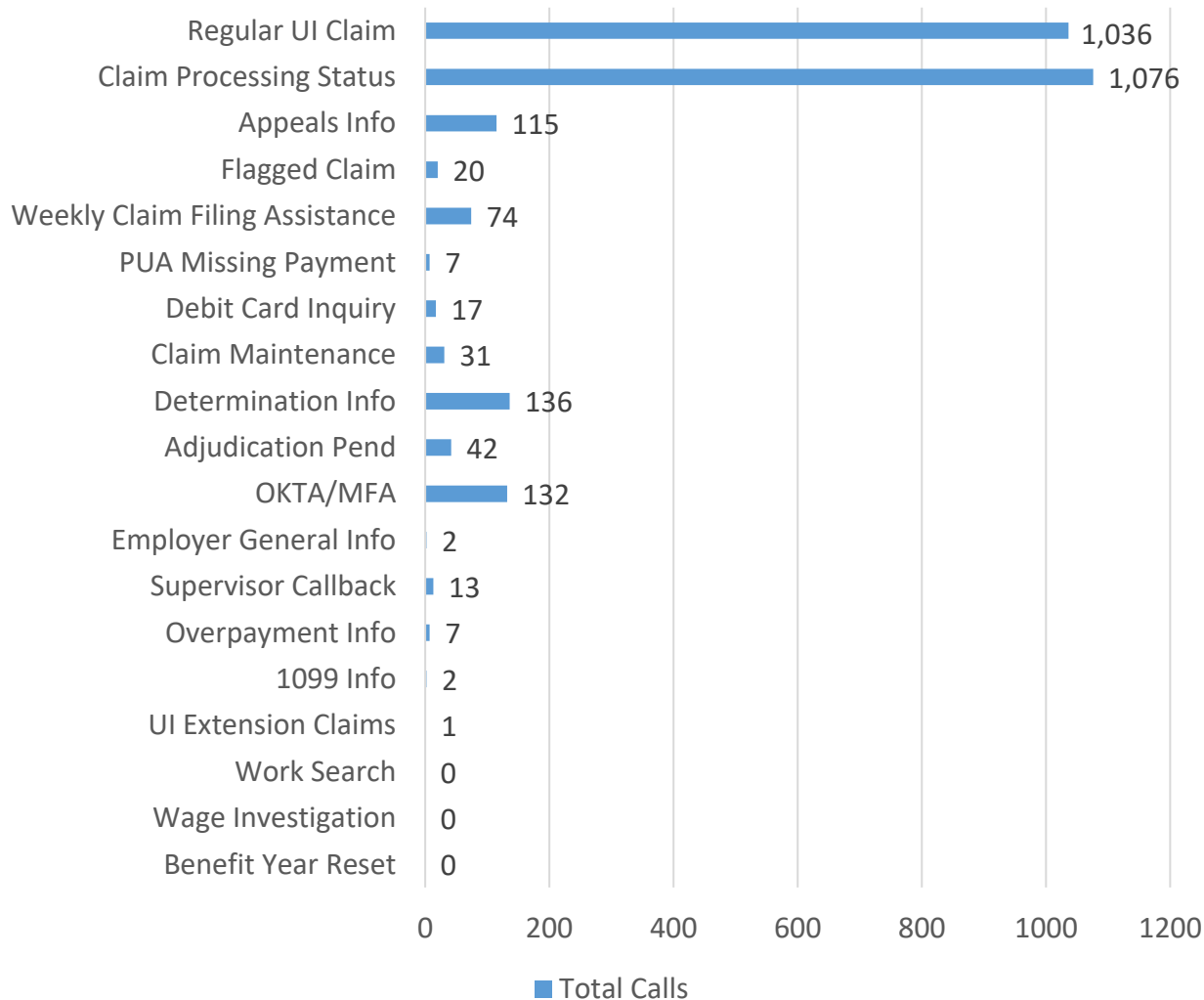
Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
9/2/2024	0:00	0%	0%
9/3/2024	2:44	93%	3%
9/4/2024	5:31	76%	5%
9/5/2024	2:36	89%	5%
9/6/2024	1:24	94%	2%

Call Center closed on September 2, 2024

Call Drivers

September 2, 2024 – September 6, 2024



Surge Capacity

- **UI Claimant Support:** 175+ staff available at Go-Live
 - Call Center staff: 52+13 trainees
 - Adjudications staff: 30
 - Benefits staff: 12
- **UI Employer Support:** 35+available at Go-Live
- **Other KDOL Staff:** 25+

As of September 6, 2024

Shared Work

Total Plans in Effect

124

Total Employers Enrolled*

85

Total Employees**

4,371

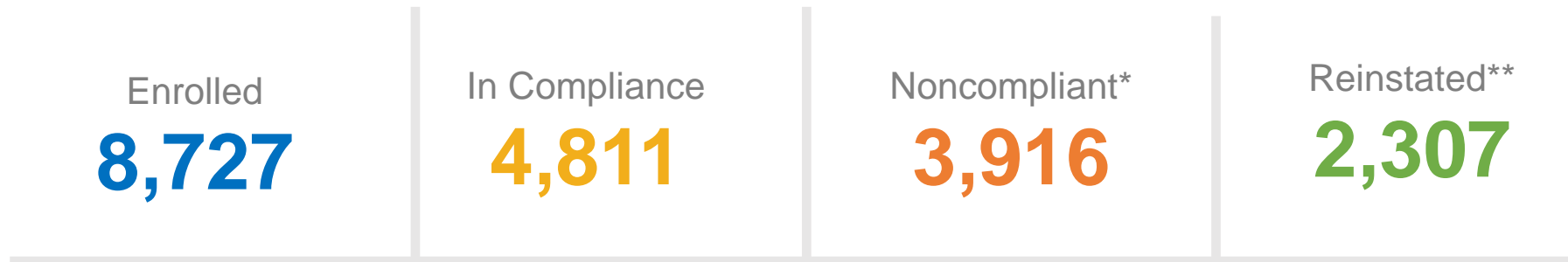
As of September 6, 2024.

**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 September 6, 2024.

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

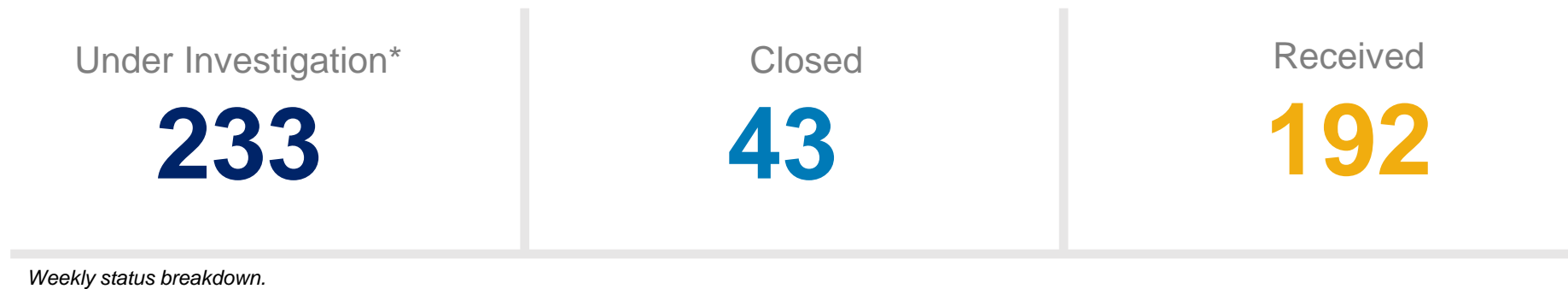
*** These are claimants who were denied benefits after failing to meet MRP requirements and were then reinstated after completing services or requirements were waived.*

Job Refusal Determinations



As of September 6, 2024

Fraud Case Status



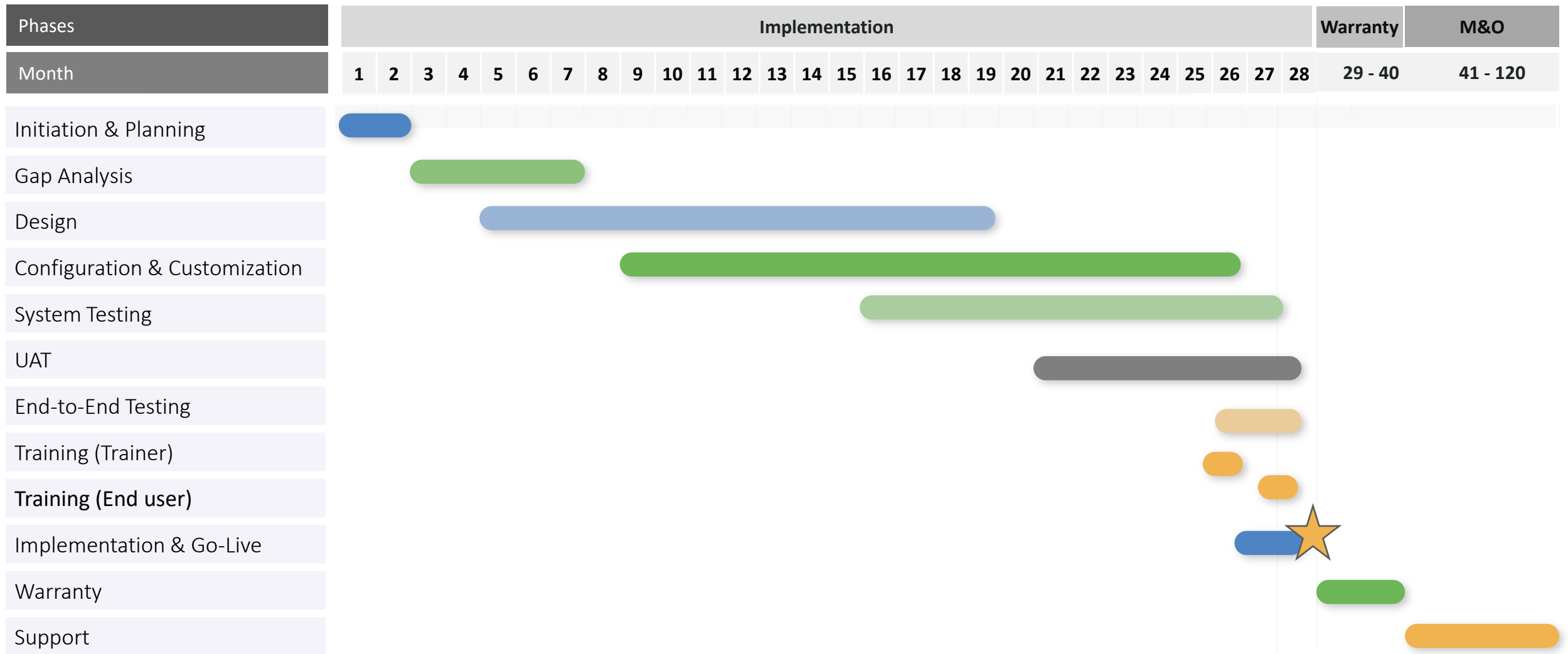
**These investigations are primarily non-ID verification cases such as wage fraud investigations, fraudulent documentation investigations, and investigations into potential employer fraud.*

The following disruptions were reported:

- No disruptions to report.

Status of Modernization

1. UCMIC Meeting on Sept 4th included tour of system and updates on status of modernization.
2. Training
3. End to End Testing continues
4. Dry Runs – adding two more
5. Communication plan details provided on Sept 4, 2024 meeting.
6. Account creation for external users.



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