



# UCMIC Report

November 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

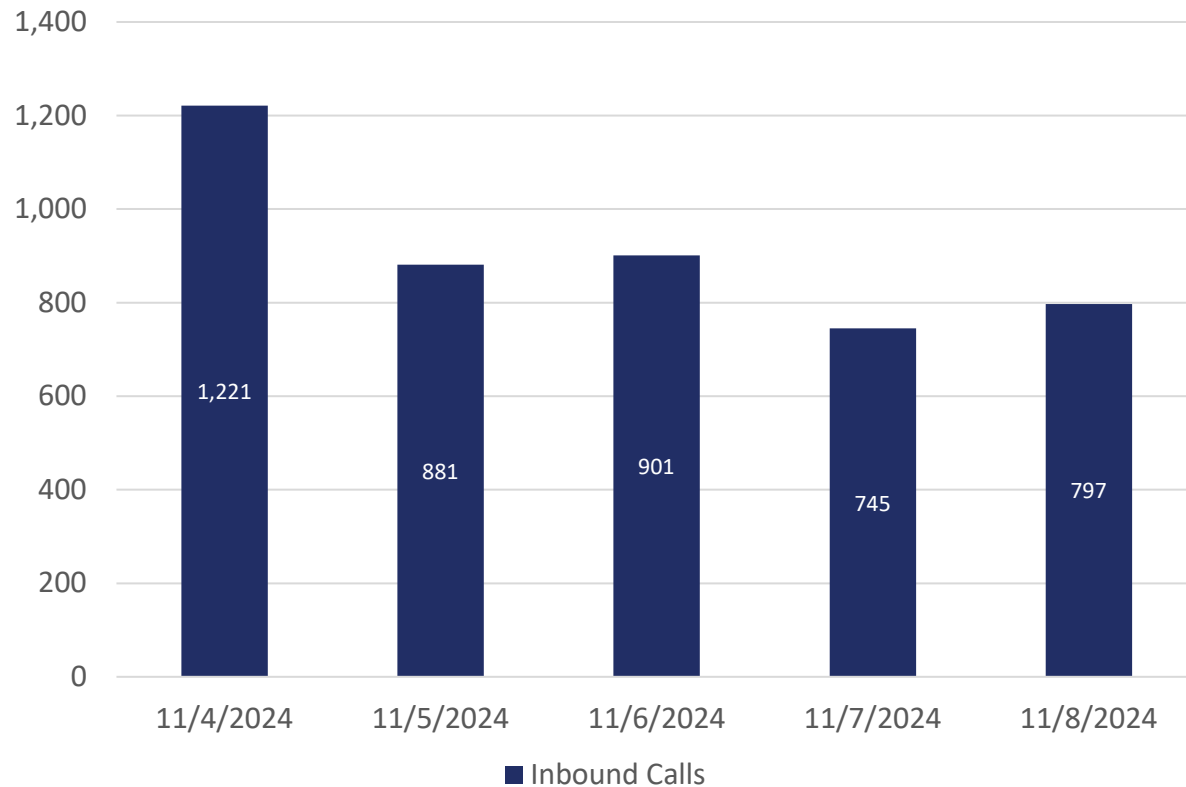
# UI Weekly Review

Regular Program	Preliminary 11/09/2024	Last Week 11/02/2024		Last Year 11/11/2023	
Initial Claims	1,531	2,122	⬇️ 28%	1,371	⬆️ 12%
Call Center	875	1,504	⬇️ 42%	491	⬆️ 78%
Internet	656	618	⬆️ 6%	880	⬇️ 25%
Weekly Certifications	7,911	7,495	⬆️ 6%	5,453	⬆️ 45%
Weeks Compensated	5,978	6,044	⬇️ 1%	4,819	⬆️ 24%
Individuals Receiving Payments	5,258	5,306	⬇️ 1%	4,230	⬆️ 24%
Regular U.I. Payments	\$2,731,887	\$2,705,639	⬆️ 1%	\$2,191,546	⬆️ 25%
U.I. Trust Fund Balance	\$1,472,690,660	\$1,474,807,305	⬇️ 1%	\$1,355,275,748	⬆️ 9%

[Kansas Unemployment Insurance Weekly Review \(arcgis.com\)](https://arcgis.com)

# Call Center Volume

## Call Volume

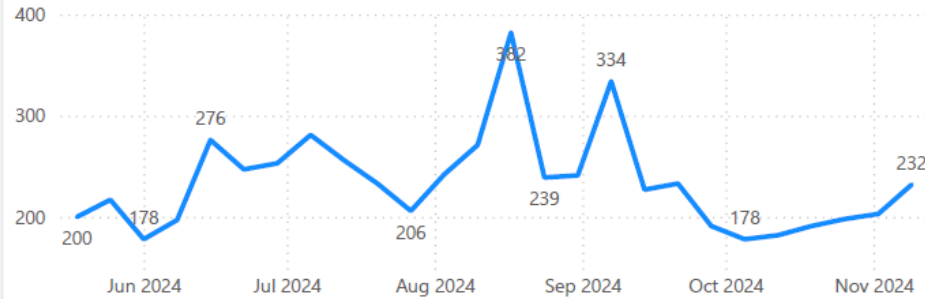


## Call Metrics

	Average Speed to Answer	Unique Callers Helped	Calls Abandoned
<b>11/4/2024</b>	3:21	69%	5%
<b>11/5/2024</b>	4:48	78%	6%
<b>11/6/2024</b>	3:36	90%	4%
<b>11/7/2024</b>	1:31	96%	2%
<b>11/8/2024</b>	2:39	93%	2%

# My Reemployment Plan

My ReEmployment Plan Selections



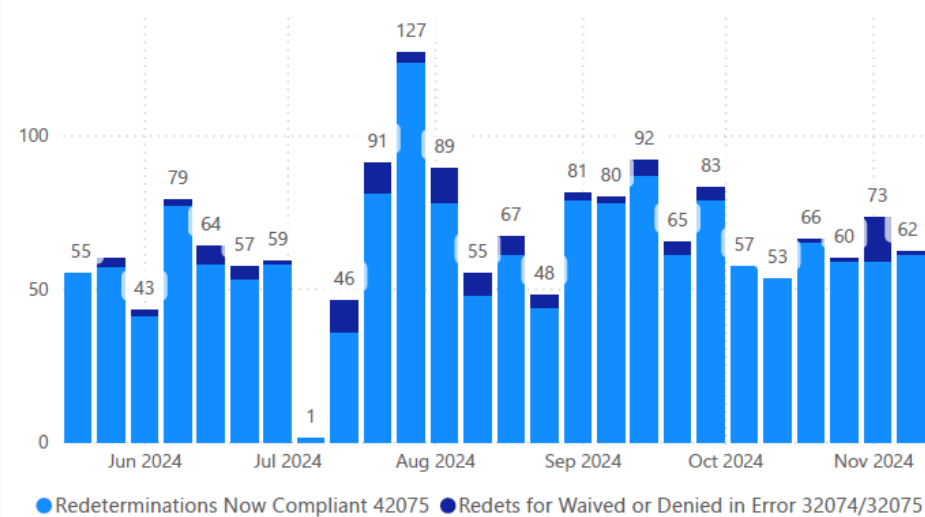
My ReEmployment Plan 2024

2724  
Now Compliant  
194  
Waived or Denied in Error  
4803  
Non Compliant  
7719  
Determinations & Redets

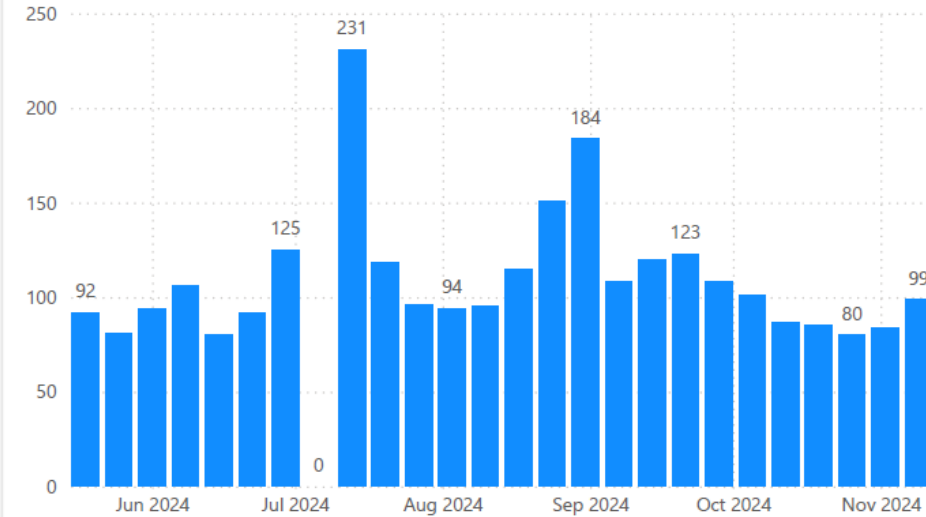
My ReEmployment Plan 2024

**10562**  
Selections

My ReEmployment Plan



My ReEmployment Plan-Non Compliant



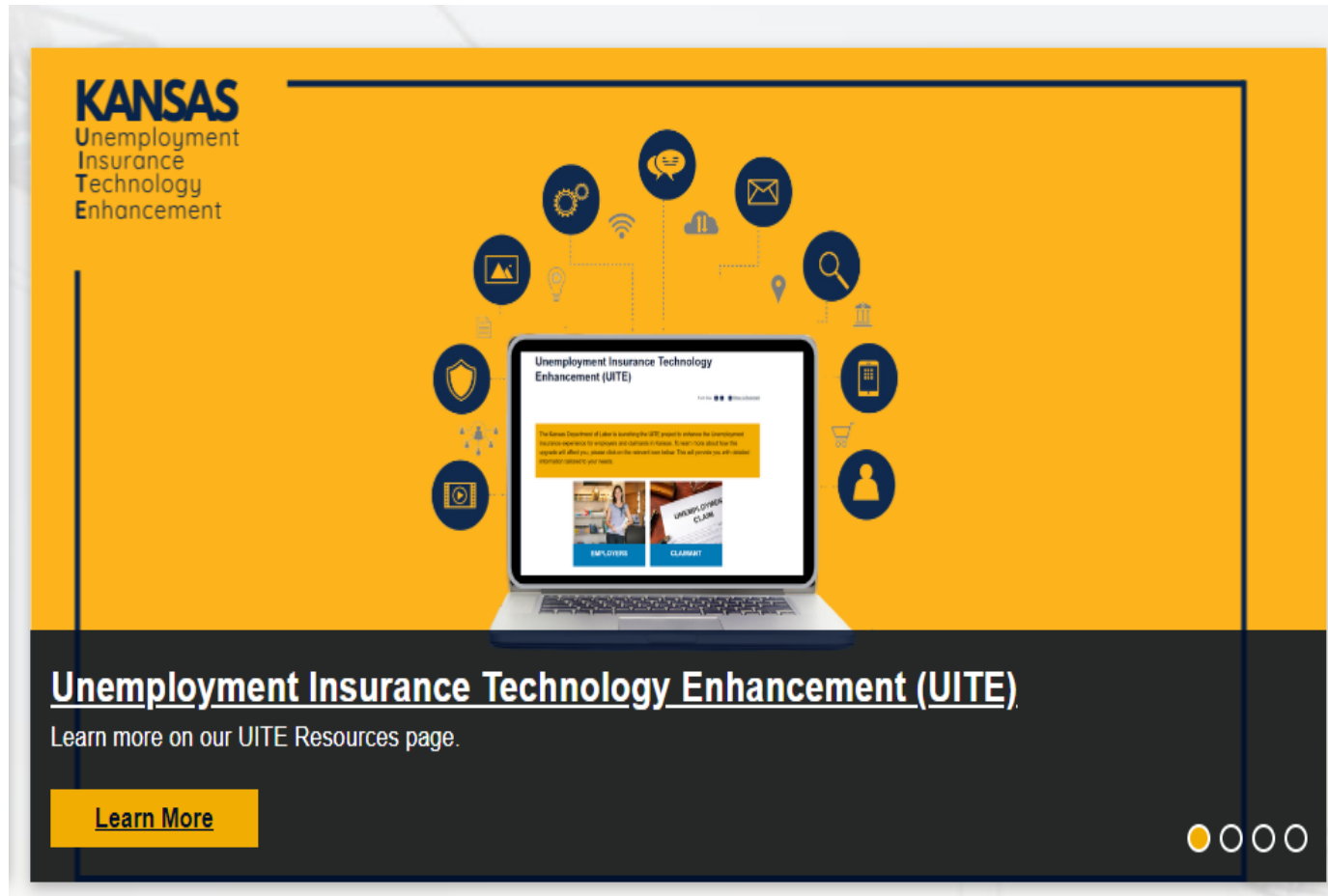
# Execution Phase

1. UI Call center and UI Benefits unavailable after 5pm: November 13, 2024.
2. Data migration and testing: November 13 – 18, 2024
3. Go Live date: November 19, 2024
4. Post implementation prioritization of bugs and fixes.

# System Disruptions

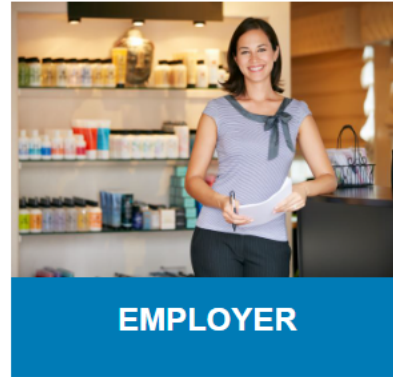
- No disruptions to report.

# Landing Page 1



<https://www.dol.ks.gov/>

# Landing Page 2



## What you can expect:



**Important Dates and Actions**  
Clear information on when the changes will take effect and what actions are required.



**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 Nov. 19, 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.

[Unemployment Insurance Technology Enhancement \(UITE\) | State of Kansas Department of Labor, KS](#)

# Employer Communication and Timeline

**Employer IVR.** This will be recorded on the specific employer line during 10/8 – 11/18

- *The employer service portal will be unavailable starting Nov. 13 at 5 p.m. and will reopen Nov. 19 at 8 a.m. to upgrade the unemployment insurance tax system. Stay updated with the latest information by following the Kansas Department of Labor’s website and our social media channels.*

**Employer Banner.** Will be placed on the Employer page 10/7 – 11/18

- **ATTENTION:** *The Employer Services portal will be unavailable starting Nov. 13 at 5 p.m. and will reopen Nov. 19 at 8 a.m. to upgrade the Unemployment Insurance (UI) Tax system. For the latest information, go to [dol.ks.gov/UITE-Resources](https://dol.ks.gov/UITE-Resources)*

**Employers Upgrade Timeline**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
11/11	11/12	11/13	11/14	11/15	11/16	11/17
KDOL closed for Veterans Day	The UI Contact Center and current UI benefits site will be available until 5 p.m. Wednesday, Nov. 13.		KansasEmployer.gov site will be unavailable.			
11/18	11/19	11/20	11/21	11/22	11/23	11/24
	New system launches! Starting Tuesday, Nov. 19 at 8 a.m., the KansasEmployer.gov site will be available for business. For phone and email support, please contact the Employer Help line at 785-296-5027 and KDOL.UITax@ks.gov					

**KANSAS**  
Unemployment Insurance Technology Enhancement

# Claimant Communication and Timeline

**General Public IVR.** This will be recorded on the main phone line where we also do our holiday announcements during 10/8 – 11/18.

- *The Unemployment Contact Center and the [getkansasbenefits.gov](https://getkansasbenefits.gov) site will be unavailable starting Nov. 13 at 5 p.m. and will reopen Nov. 19 at 8 a.m. to upgrade the unemployment insurance system. Stay updated with the latest information by following the Kansas Department of Labor’s website and our social media channels.*

**General Public Banner.** Will be placed on the GKB page 10/7 – 11/18.

- **ATTENTION:** *The Unemployment Contact Center and [getkansasbenefits.gov](https://getkansasbenefits.gov) site will be unavailable starting Nov. 13 at 5 p.m. and will reopen Nov. 19 at 8 a.m. to upgrade the Unemployment Insurance (UI) system. For the latest information, go to [dol.ks.gov/UITE-Resources](https://dol.ks.gov/UITE-Resources)*

**Claimants Upgrade Timeline**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
11/11	11/12	11/13	11/14	11/15	11/16	11/17
KDOL closed for Veterans Day	The UI Contact Center and current UI benefits site will be available until 5 p.m. Wednesday, Nov. 13.		The UI Contact Center and UI benefits site will be unavailable.			
11/18	11/19	11/20	11/21	11/22	11/23	11/24
	New system launches! Starting Tuesday, Nov. 19 at 8 a.m., the UI Contact Center and the NEW UI benefits website ( <a href="https://KansasUI.gov">KansasUI.gov</a> ) will be available for business.					

**KANSAS**  
Unemployment Insurance Technology Enhancement

# Social Media Communication

- On Nov. 19, 2024, we will launch our upgraded Unemployment Insurance (UI) system. Whether you're an employer or a claimant, learn how to navigate the changes and improvements at our UITE resource page: [dol.ks.gov/UITE-Resources](https://dol.ks.gov/UITE-Resources)
- Banner and IVR announcing the Unemployment Insurance Technology Enhancement (UITE)
  - *On Nov. 19, 2024 you will no longer be able to access your unemployment account with your current username and password. You MUST create a new account with a new username and password. To find the latest information, visit [dol.ks.gov/UITE-Resources](https://dol.ks.gov/UITE-Resources)*
  - *Please Note: Third-Party Administrators (TPAs) do not need to create a new username and password. Your existing credentials will be migrated over to the new system.*
- Don't be a victim of fraud! Think before sharing personal information via text message or social media direct message.
- Veterans Day closure messaging.



# Communication cont...

- Claimants filing a weekly certification for the week of Nov. 3-9 will have only nine (9) days to file starting Nov. 10 from 8 a.m. through Nov. 13 at 5 p.m. and Nov. 19 at 8 a.m. through Nov. 23 at 11:59 p.m. If you do not file by the Nov. 23 deadline, your claim will become inactive, and you'll need to submit a new application to re-open it. Be sure to complete your certification to avoid delays in your benefits. To find the latest information visit [dol.ks.gov/UTE-Resources](https://dol.ks.gov/UTE-Resources)
- ATTENTION: The Unemployment Contact Center and [getkansasbenefits.gov](https://getkansasbenefits.gov) site will be unavailable to upgrade the Unemployment Insurance (UI) system starting tomorrow, Wednesday, Nov. 13 at 5 p.m. and will reopen on Tuesday, Nov. 19 at 8 a.m. To find the latest information visit [dol.ks.gov/UTE-Resources](https://dol.ks.gov/UTE-Resources)
- Email outreach to: Governor's office, federal delegation, legislators, employers/TPA's, active claimants, KS SHRM, KS Chamber, and KDOL staff.
- Press Release for the media
  - Q&A with Secretary Shultz held on 11/7/24
  - KDOL and Governors office scheduled for 11/22/24



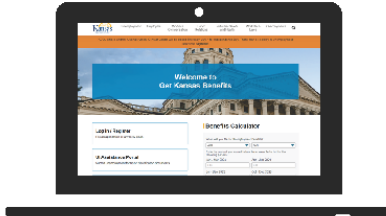
# Communication Materials Cont...

## Kansas Workforce Center Communication


Also available in Spanish

# COMING SOON


Unemployment Insurance Upgrade



The process of filing for unemployment benefits will be upgraded on **Nov. 19, 2024**. Please be advised that the Unemployment Contact Center and the [getkansasbenefits.gov](http://getkansasbenefits.gov) site will be unavailable starting Nov. 13 at 5 p.m. and reopen Nov. 19 at 8 a.m.



For more details  
scan the QR code.



## Employer Postcard





We are upgrading the  
employer service portal!

Attention, employers!

The [KansasEmployer.gov](http://KansasEmployer.gov) site will be unavailable Nov. 14 – 18, 2024, during the technology enhancement.

---

Unemployment Insurance Technology Enhancement (UI TE)

**What do employers need to do?**

1. On Nov. 19, all employers must **create a new account** with a new username and password. Your old login will not work.
2. Employers will retain their existing **UI account number**, which will now be formatted as a 10-digit number, beginning with '0' (zero) and ending with three '0's (zeros).
3. To ensure that we send correspondence to the correct location, **email any address changes to [KDOL.UITax@ks.gov](mailto:KDOL.UITax@ks.gov)**.

**Attention!** Fourth-quarter wage reports and unemployment tax returns will be filed in the new system starting Nov. 19; due by Jan. 31, 2025.

Scan the QR code to learn more about the Kansas Department of Labor UI TE.





401 SW Topeka Blvd,  
Topeka, KS 66603

US POSTAGE  
PAID  
TOPEKA, KS  
PERMIT  
66603  
#####CODE

FIRST LAST  
123 MAIN ST.  
SMALL TOWN, USA 00000-0000