

Taking Kansas from Disco to Digital

**Kansas Department of Labor
Unemployment Insurance Transformation**

June 2022 – November 2024

Digital Experience: Enterprise Solutions

State of Kansas

Department of Labor

Secretary Amber Shultz

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State of Kansas Unemployment Insurance Transformation Highlights

Program duration: 29 months (June 2022 – November 2024)

Mandate: Modernize the state’s 50-year-old Unemployment Insurance system by eliminating the outdated mainframe and building a secure, cloud-native solution designed for flexibility, scalability and the future of work. Replace the legacy system with an intuitive, user-friendly platform that empowers both Kansans and businesses through improved customer service, streamlined selfservice tools, and mobile accessibility. Leverage advanced fraud prevention technologies and data analytics to proactively identify and block fraudulent activity to protect public funds and avoid costly incidents experienced during the COVID-19 pandemic.

KEY PROGRAM STATISTICS

1.5M

Kansas
Labor Force

190,000

average
annual claims

\$100M

in average annual
payments

BUSINESS STAKEHOLDERS

Governor **Laura Kelly**
Secretary of Labor **Amber Shultz**
Secretary of Commerce **David Toland**

TECHNOLOGY HIGHLIGHTS

- On-time, within scope and within budget delivery
- New TCS IP and AWS accelerators
- Retired the IBM mainframe
- **90%** first pass rate for user acceptance test scenarios
- **545M** records migrated; **99.99%** success rate

KEY TECHNOLOGIES

AWS

**AWS
Bedrock**

**TCS
Decision
Fabric™**

**Load
Runner**

Selenium

SERVICE LINES

ADM

**AI Cloud
(AWS)**

**AI Cloud
(AI)**

CSP

TI

CBO

GCP

Idea: A Modern, Digital UI Solution That Transforms Program Administration

The Business Problems

- 1. Inferior Customer Service:** Fewer than 30% of transactions are self-service, highlighting limited access and convenience for public users.
- 2. Vulnerable to Fraud:** No ID verification system in place and fraud detection completed manually. Estimated a \$460 million loss to fraud during the pandemic.
- 3. Manual Processes:** Redundant data, shadow IT systems and duplicate entry processes with minimal automation. Heavy reliance on snail mail.
- 4. Legacy Systems & Architecture:** Outdated mainframe and legacy systems supported by a fragmented and disconnected infrastructure.

The Solution



1

Service-centric

A personalized, omni-channel self-service platform that allows users to easily file, manage and track claims and payments across any device.



2

Reduce Fraud Risk

Multi-factor authentication with integrated identity verification and fraud detection to effectively deter fraud and block bad actors.



3

Automate

AI-powered unified platform serving as a single source of truth, featuring an automated adjudication process that eliminates manual data entry.



4

Forever-modern

Flexible, cloud-native solution designed to scale seamlessly and adapt swiftly to evolving demands and requirements.

Implementation: Making it Happen

Customer Experience Focus

- Self-service focus, 24x7 access for both claimants and businesses
- GenAI virtual agent
- Multilingual capability
- Intuitive user interface
- Alerts and notifications



Superior Fraud Prevention

- MFA with AWS services
- Integration with LexisNexis
- US Postal Service identity integration
- Automated fraud detection
- Cross-matching with other state and federal systems



Built-in Process Automation

- Reduced processing time of routine claims by 80%
- Reduced manual certification efforts by 60%
- Automated case worker notifications
- Eliminated manual spreadsheets and workarounds



Cloud-centric

- Maximize AWS services to simplify maintenance
- Implemented AWS RDS PostgreSQL
- 100% deployment automation with AWS Landing Zone
- First GenAI implementation in State of Kansas



Accelerators

- TCS Decision Fabric™ for GenAI virtual agent development
- Built new accelerators:
 - > MFA service
 - > Gen AI Virtual Agent
 - > AWS Glue for data migration and transformation



Program Highlights and Metrics

Statistics from the first week after implementation



All new claimant accounts require multi-factor authentication and identity verification



10,000+
people registered



\$4.5M
in benefit payments disbursed



4,600+
employers onboarded



\$512K
tax collected



Fastest UI implementation in the U.S. for Benefits, Tax and Appeals (29 months)



350
automated test cases



3.8M
lines of code across 27 projects



2,500
test cases



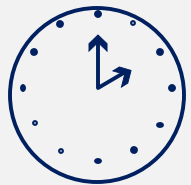
100%
agile delivery

Impact: Transformation for the People of Kansas

From an outdated 1970s mainframe system to a forever-modern, customer-centric, efficient solution.

 **5,000%**

Increase in claims filed during the pandemic



Call wait times exceeding

2 hours

with no claims self-help

\$460M loss

Due to undetected fraudulent unemployment insurance claims in 2022

"The Unemployment Insurance System was slow, inefficient and unresponsive, especially when Kansas needed it most."

*- Kansas Governor
Laura Kelly*

Transformation investment

Less than 10%

of fraudulent claims loss

60%

Fewer calls into the contact center



94%

Online self-service claims activity



60%

Claims processed without manual intervention



80%

Reduction in processing time



Impact: Forever Modern Roadmaps

"The 29-month modernization of Kansas' Unemployment Insurance system was the fastest implementation in the U.S. for combined benefits, tax and appeals. The new, forever-modern platform allows Kansas the flexibility to adapt to ongoing changes in technology, constituent demands and regulations, while providing Kansans with a user-friendly experience regardless of location, device or proficiency with technology."

- Chandrika Shrinivasan, Head of U.S. Public Services, TCS

"We have implemented a foundation that is scalable, nimble and will serve Kansans for decades to come."

The beauty of having modern technology is that you can continuously improve it."

**- Kansas Secretary of Labor
Amber Shultz**

"The new system will transform the experience of Kansans who need UI benefits as well as the employers and state agencies who use the system."

- Kansas Governor Laura Kelly