



DWD Claim Status Tracker – “Baked-In” Solution for Keeping UI Claimants Informed

Your Order is Ready for Pick-Up

It’s the kind of message hungry pizza customers appreciate – an instant update that eliminates the need to call and check on their order. With status notifications like “Making” or “Baking,” pizza businesses use push technology to keep customers informed in real time. Now, the Indiana Department of Workforce Development (DWD) does too.

While DWD doesn’t deliver pizza, it does serve thousands of Unemployment Insurance (UI) claimants each week. Today, thanks to a new feature, claimants can get real-time updates on their UI claims – without having to call.

“We’re always looking for ways to improve the claimant experience and make the process more efficient,” said DWD Commissioner Richard Paulk. “Tracking systems were an innovative advancement for food delivery. We saw an opportunity to apply a similar concept to UI claims, ultimately improving the overall encounter with DWD.”

DWD’s UI Claim Status Tracker – playfully dubbed the “Pizza Tracker” by staff due to its similarity to food delivery updates - went live in late February and is now available on the claimant homepage. This tool provides live updates on claim status, outlines next steps, and flags any required actions to move the process forward.

A Solution to a Common Problem

“During the pandemic, one of the most common reasons claimants called our contact center was to check on their claim status,” said Suzanne Manning, DWD’s Division Director, Adjudication Center. “Even now, it remains a top reason for calls, so we saw this as a valuable tool to implement.”

Development of the Claim Status Tracker began in the fall of 2024, following a structured, two-phase implementation plan focused on claimant status updates and providing a clear, detailed overview.

“The information was broken down into bite-size sections and then into two larger components, allowing the IT team to bring everything to life,” Manning explained. “Each phase spanned a 10-week period.”

After completing the second phase in early January 2025, the system underwent extensive testing before its official rollout to ensure a smooth and reliable launch.

What the Tracker Shows

Located under the Pivot tool on the claimant homepage, the Claim Status Tracker becomes available after the claim is filed - though it may take up to 24 hours before updates appear.

Once active, claimants will see an easy-to-read progression bar that will help them track claim movement in step-by-step phases such as “Earnings Review,” and “Eligibility Review.” Below that bar, claim status will be affirmed with a single highlighted word that may read “Incomplete,”

“Pending,” “Open,” “Withdrawn,” “Expired,” or “Denied.” Finally, at the bottom of this section, claimants will receive specific instructions on what their next steps should be.

The UI Claim Status Tracker walks claimants through the key stages of the process:

1. File Claim – confirmation that a claim has been started or submitted.
2. Earnings Review – wages are reviewed and processed.
3. Eligibility Review – any outstanding issues affecting benefits are reviewed and processed.
4. End of Benefits Stage – the claim is completed due to one of the following:
 - Insufficient balance
 - All benefits paid out
 - Claim withdrawal
 - Claim expiration

Striving for Transparency and Improved Communication

DWD continues to streamline and improve communication for those needing assistance. When it comes to UI requests, the agency is confident its new Claim Status Tracker will prove beneficial as a tool that proactively gives clear updates while guiding claimants through next steps in the process. Additionally, the “Pizza Tracker” will save time by reducing the need for claimants to call and check on the status of their “order.”

Of course, phone calls are always welcome. DWD’s UI Customer Support, available Monday through Friday from 8 a.m. to 5 p.m. EST, can be reached by calling 1-800-891-6499. Claimants can also submit requests by email – AskUIContactCenter@dwd.in.gov.

To check claim status, visit www.in.gov/dwd and log into your account.