DWD Enhances Unemployment Insurance Communication with AI-Powered Plain Language Tool

Holly Newell and Melissa Matthews of the Indiana Department of Workforce Development (DWD) Unemployment Insurance (UI) team delivered an insightful presentation at Data Day 2025. Together with Michael Schmierer and Sandip Biswas of Resultant, a leading data consulting firm, they presented DWD's new plain-language artificial intelligence tool, which is revolutionizing how UI information is communicated.

The tool uses a generative artificial intelligence chat bot to translate complex legal content into easy-to-understand language, empowering claimants to better navigate the system confidently and improving operational efficiency across the agency.

"Clear communication is essential for claimants to receive the benefits they need," said Holly Newell, Chief of UI Operations. "This tool represents a major advancement, making the system more accessible to all Hoosiers."

Strategically developed in collaboration with Resultant, the Plain Language Tool substantially streamlines document accessibility. With 750 distinct documents, many containing complex legal terminology, manually converting these documents into plain language would take 13 years.

However, by leveraging cutting-edge artificial intelligence, the anticipated timeframe shrinks to two years and ensures accuracy through human verification protocols. As a result, more claimants are expected to better understand documents, call center volumes should decrease, and filing errors should decline.

"Indiana's workforce depends on accessible and efficient UI processes," said Beth Green, Interim Commissioner and General Counsel. "This tool allows claimants to confidently engage with these critical resources while increasing government efficiency."

This plain language artificial intelligence tool is a reflection of DWD's commitment to being a leader in innovation and serving Hoosiers.