



DWD Uses New Business Intelligence Tools to Improve Unemployment Insurance Operations

The Indiana Department of Workforce Development (DWD) recently made updates aimed at making unemployment insurance (UI) operations more efficient, transparent, and data-driven.

An internal Business intelligence (BI) team focuses on building a more streamlined approach to accessing and analyzing UI data, DWD developed centralized reporting tools, and transitioned to Power BI dashboards for real-time UI data insights.

“These improvements are about more than just technology, they’re about empowering our staff with the information they need to better serve Hoosiers,” said Mike Smith, DWD Interim Commissioner. “Our goal is twofold: first, to make data more accessible to everyone, and second, to shed light on areas of our operations where we previously didn’t have a clear picture.”

With these tools, DWD staff can access everything they need in one place. Reports that had been difficult to obtain or were tracked manually are now available and centralized, providing visibility into key metrics such as first payment timeliness, claims volume, and workload distribution. While many reports are currently Excel-based, DWD is migrating to Power BI for automated updates and features like email alerts when performance metrics deviate from set targets.

In addition to improving accessibility, these changes allow teams to identify operational bottlenecks and respond quickly to workload surges or potential fraud indicators. For example, enhanced reporting on first payment timeliness helped uncover underlying issues that were slowing benefit delivery.

“By investing in better tools and practices, we’re creating a stronger, more responsive system for years to come,” said Kent Sellers, DWD Director of UI Performance. “These updates are an important step forward in strengthening our workforce infrastructure.” DWD is proud to offer a more modern, data-driven approach to UI operations. These improvements are part of a broader effort to support Indiana’s workforce by reducing administrative burdens and making it easier to focus on what matters most—serving Hoosiers.

Visit <https://www.in.gov/dwd> to learn more.