



DWD's UI Team Honored with NASWA's Highest Award for Unemployment Insurance Integrity

The Indiana Department of Workforce Development (DWD) Unemployment Insurance (UI) team was recently awarded the prestigious Diamond Award by the National Association of State Workforce Agencies (NASWA). This top honor recognizes the team's outstanding leadership in reducing fraud and ensuring accuracy of UI benefit claims.

"This award reflects the dedication and expertise of our UI staff, who work every day to protect the integrity of our unemployment insurance system," said Beth Green, Interim Commissioner and General Counsel. "By leveraging innovative tools like SIDES, Hoosiers receive the support they need while maintaining confidence in our programs."

The Diamond Award highlights DWD's effective use of the State Information Data Exchange System (SIDES) - a secure, web-based platform which facilitates the accurate and timely processing of claims. Through SIDES, the UI team enhanced claim validation, strengthened data security, and reinforced public trust.

"Our UI staff's dedication to embracing SIDES has led Indiana to exceed the Diamond Award criteria, with 58% of UI claims processed through SIDES E-Response, surpassing the 35% benchmark, and 80% of claims processed through SIDES overall, well above the 50% requirement in 2024," said Holly Newell, Chief of Unemployment Insurance Operations. "We are proud to receive this honor for the third year in a row, a testament to our team's dedication, excellence, and ongoing success."

This recognition underscores Indiana's ongoing commitment to operational excellence and to ensuring accurate and timely decisions in an ever-evolving workforce landscape.

Learn more about UI's award: <https://www.naswa.org/news/state-agencies-employers-recognized-for-unemployment-integrity-dedication-0>