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Nevada Department of Taxation Recognized as a 2026 AI 50 Winner for Plain Language Initiative

CARSON CITY, Nev. (July 30, 2026) – The Nevada Department of Taxation has been recognized as a 2026 AI 50 Winner by the Center for Public Sector AI. The AI 50 Awards recognize organizations that are leading the responsible application of artificial intelligence to improve government operations, strengthen decision-making and deliver better outcomes for the communities they serve.

The Department received the honor for its innovative Plain Language Initiative, a project designed to make taxpayer communications clearer, easier to understand and more effective.

Prior to the initiative, many taxpayer notices were written at a college reading level and often did not clearly explain why the Department was contacting taxpayers, what action was required or the consequences of failing to respond. This frequently led to confusion, increased customer service calls and delays in voluntary compliance.

To address these challenges, Department staff used Microsoft Word with Copilot to rewrite taxpayer correspondence to an approximately eighth grade reading level while preserving all statutory references and legal requirements. Every revised letter underwent a thorough review to ensure accuracy and legal compliance before implementation.

"We're honored to be selected for the AI 50 Awards, recognizing our work to apply AI in meaningful ways for public service," said Executive Director Shellie Hughes. "It's a proud moment for our team and a signal of what's possible when we put innovation to work for our communities."

The recognition highlights the Department's commitment to modernizing government services through responsible, practical applications of artificial intelligence that improve taxpayer experience while maintaining transparency, accuracy and compliance.

By making taxpayer communications more accessible, the Plain Language Initiative has helped Nevadans better understand their responsibilities, reduced unnecessary contact with the Department and allowed staff to focus on providing higher-value service to taxpayers across the state.

About the Nevada Department of Taxation

Provide fair, efficient and effective administration of tax programs for the State of Nevada in accordance with applicable statutes, regulations and policies.